JOB TITLE: Service Coordination Supervisor

SALARY LEVEL: 4

REPORTS TO: Director of Clinical Services

STATUS: Non-Union

Full Time  Part Time

Exempt  Non-Exempt

**QUALIFICATIONS:**

Education: A Master’s degree in social work, licensed professional counselor, or psychology. Equivalent experience may be considered.

Experience: Between three to five years of experience working in mental health services, experience as a supports coordinator/case manager, and a minimum of two years supervisory experience in the behavioral health field.

Other: Must be credentialed as QIDP and QMHP. Ability to interact with physicians, clinical leadership, and other healthcare providers in a professional manner. Working knowledge of physical and mental health, intellectual/developmental disabilities, chronic health conditions, and behavioral health medications. Able to educate, guide, mentor, and direct. Must have excellent verbal and written skills. Lived experiences with behavioral health issues are valued.

**SUMMARY OF RESPONSIBILITIES:**

The Service Coordination Supervisor is responsible to support and lead the team of supports coordinators and supports coordinator assistants by providing training, education, guidance, and support to all activities of assessment writing, plans of service writing and monitoring, and community supports and benefits. The Supervisor assists theDirector of Clinical Services in the direction of providing person-centered planning according to the requirements of the Medicaid Manual, CARF requirements, guidance of the MDHHS and other regulatory entities. The Supervisor works collaboratively with the Director of Specialty Services and Center Supervisors.

**ESSENTIAL JOB FUNCTIONS:**

* Provides training and support to all Supports Coordinators (SC) and Supports Coordinator Assistants (SCA) in their job roles to provide linking, coordinating, monitoring, and advocating for services to adults with intellectual/developmental disabilities or severe and persistent mental illness.
* Supports the Director of Specialty Services in assuring clinically appropriate development of Habilitative Waiver applications and certifications. Monitors the delivery of services; particularly Habilitative Waiver services, behavior services, and guardianship evaluations.
* Assists SC/SCA staff in finding appropriate residential placement for clients, including but not limited to facilitation of placement meetings, completion of residential placement applications, and residential completion logs.
* Educates SC/SCA staff in how to attain and maintain benefits for their clients, such as Medicaid, SSI/SSDI, food stamps, etc.
* Understands and can assist with the use of the electronic health record. Uses reports from the electronic health record and other technology to identify areas of training need.
* Facilitates regular meetings with SC/CSM staff, in order to educate, train, inform and encourage best practices.
* Mentors and encourages SC/CSM staff in effective time management and process development.
* Monitors and recommends caseload sizes and assignments in collaboration with clinic supervisors and the Director of Clinical Services.
* Reviews and oversees clinical case records and conducts utilization reviews with SC/SCA staff.
* Monitors and maintains quality services.
* Educates SC/SCA on Contract Services Request (CSR) Process.
* Other duties as assigned by the Director of Clinical Services.

**PHYSICAL REQUIREMENTS:**

Ability to walk, bend, stand, sit, lift up to 25 pounds with or without assistance, stretch/reach, hear, see, hand/finger dexterity and drive a vehicle. Position requires physical ability to complete and maintain certification in CPI techniques which will be a training class provided to the job incumbent. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions in accordance with applicable laws.

**OTHER JOB SPECIFICATIONS (KNOWLEDGE, SKILLS, ABILITIES):**

* Strong interpersonal skills; ability to communicate and manage well at all levels of the organization, e.g. board, management, funders, contractors.
* Strong problem solving and creative skills; ability to exercise sound judgment and make decisions based on accurate and timely analyses.
* Skilled in developing comprehensive reports.
* Skilled in planning, organizing, prioritizing, delegating, and supervising.
* High level of integrity and dependability; is results oriented.
* Knowledge of governmental regulations and compliance requirements.
* Ability to anticipate and react calmly in emergency situations.
* Proficient with Microsoft Windows and the Office Suite, especially Outlook, Word, and Excel; able to maneuver on the Internet to conduct research or obtain information, including EHR and Video Conferencing.
* Participates in professional development activities to keep current with trends and practices in healthcare administration.
* Maintains appropriate professional image; able to maintain composure and effectiveness under pressure and in changing conditions; able to accept feedback as it relates to job performance and responsibilities.

**OTHER REQUIREMENTS:**

* Must be able to complete and remain current in initial and ongoing training requirements.
* Have own phone for communication, reliable access to messages, and multi-factoring capabilities.
* Have reliable transportation in carrying out agency duties.
* Possess a valid Michigan driver’s license and have a satisfactory driving record.
* Ability to work within guidelines of the code of conduct, regulatory compliance plan and personnel policies.
* Supports a philosophy of service delivery that is recovery-based, person centered and culturally competent.
* Adhere to applicable policies and procedures as required by the Department of Community Mental Health, the Mental Health Services Board, and other pertinent regulatory agencies.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.