

CASE COORDINATOR (QIDP)

REPORTS TO: Director of Services

SUPERVISES: No one

STATUS: Exempt - refer to personnel policies for detailed explanation.

JOB OBJECTIVES: Develop, plan, coordinate, and participate in programming and activities of clients; serve as clients' advocate; and ensure that documentation and active treatment complies with state and federal guidelines.

ESSENTIAL JOB FUNCTIONS:

Case Coordinator/QIDP

- Serve as client advocate to ensure clients' civil and human rights are protected;
- Develop and maintain individual client files per state and agency guidelines;
- Write and/or train and monitor staff for appropriate person-centered goals and health maintenance protocols;
- Coordinate and facilitate quarterly Client Status Reports
- Initiate and facilitate or participate in client meetings, IST meetings, in-service trainings, and other job related training/meetings as required;
- Review Notices of Action and act as liaison between JRDS programs and case manager to ensure budget supports client's needs; or review home budgets and meet with home managers to assure proper staffing;
- Facilitate and participate exit and discharge meetings for clients
- Ensure client's psychiatric, behavioral and service needs by reviewing documentation and make recommendations and referrals as appropriate;
- Implement and review all ABC, minor accident and incident forms and follow JRDS/state reportable guidelines;
- Coordinate and facilitate preparation for audits/surveys, information flow and interviews during audits/surveys and complete corrective action plans as necessary;
- Coordinate timely response to clients in crisis
- Serve on Human Rights, Case Coordination, and Accessibility Committees and others as required/requested;
- Review ICAP's and make recommendations in the timeframe set forth by the state;
- Plan in-home visits to ensure compliance with all state and federal regulations;
- Conduct and complete intake, assess client service needs, make recommendations for staffing needs;
- Meet with co-workers and other associated agencies to plan and coordinate services for clients;
- Train, and assist staff in implementation of PCISP, client rights, behavioral intervention, Quantum system(s) including incidents/ABC reporting;
- Complete a Budget Review Questionnaire (BRQ) when needed to request increase for client's budget;
- Gather information, analysis & write Outcome Management report semi-annually;
- Maintain client files such as master, medical, Quantum, etc.;
- Review all Quantum notifications;
- Input new start dates, updates, outcomes annually or as needed in Quantum;
- Ensure monthly summaries are available from all program areas & forwarded to CM by deadline;
- Approve projected budgets, payment vouchers & checks for representative payee duties;
- Assist in maintaining a positive and cooperative relationship among staff, clients, and families/guardians/advocates;
- Write and complete reports, reviews, plans, and paperwork according to established timelines;
- Assist in developing, implementing, and coordinating new services;

- Communicate, verbally and in writing, with supervisor, co-workers, clients, client families, and the general public;
- Follow JRDS Client Information Privacy & Security policies & procedures;
- Follow JRDS Personnel Policies & Procedures;
- Perform other duties as assigned

CRITICAL SKILLS/KNOWLEDGE/ABILITIES:

- Thorough knowledge of procedures used in performing duties;
- Thorough knowledge of federal and state regulations, source materials and references relating to and governing the program;
- Ability to plan and implement programs on own initiative;
- Ability to effectively communicate verbally and in writing;
- Computer experience in Word and Excel;
- Ability to develop and maintain effective, cooperative, and productive work relationships (with supervisor, co-workers, clients, and the general public);
- Ability to anticipate problems and initiate corrective action;
- Ability to make practical application of policies and procedures to assigned tasks;
- Ability to write, complete, and maintain required paperwork in a timely manner;
- Ability to effectively organize and maintain program materials and equipment;

JOB STANDARDS: Four-year degree from accredited college or university in related field.

Related work experience or training preferred and minimum one year working directly with persons with special needs experience. Excellent work references required. Sign language would be beneficial.

EQUIPMENT: Ability to operate office equipment, including telephone, copier, computer/ printer, calculator, fax and other program equipment, as job requires.

RESPONSIBILITY: Work is broad in scope and involves complex program elements, which requires critical and analytical abilities. Generally determines own priorities and accomplishes duties and assignments according to own schedule. Assignments are usually carried out using standardized procedures. When specifications and guidelines do not exist, good judgment should be used in selecting and adapting methods or procedures to fit unusual or complex situations. Essential job functions (expectations) are subject to change per state regulations and/or client or program needs.

HEALTH AND SAFETY: Assure health and safety of self and others by following all applicable agency policies, laws, and regulations. The following policies apply: posted health and safety policies, Emergency Action Plan; however, this list is not all-inclusive and may be changed as required. All staff are evaluated on health and safety, and will be disciplined for violating policies. Must participate in required training, which may include appropriate agency drills (i.e. fire, tornado, evacuation, etc.) in the center, at the group homes or at a community setting.

PERSONAL RELATIONSHIPS: Duties are performed alone and with others, and include inter- actions with supervisor, co-workers; direct interaction with clients and client families and the general public in a cooperative effort to achieve objectives.

PHYSICAL EFFORT: Perform duties, which require driving to/from group home locations. Position requires ability to lift objects and/or individuals. Required to have good hearing, communication skills (both speaking orally and ability to write), and excellent vision (color vision and depth perception). Must be free of active communicable diseases in order to perform duties, and must be willing to submit to any testing associated with

the detection of such diseases.

WORKING ENVIRONMENT: Perform duties in a modern office environment and in group home setting. Will occasionally assist in specific training, which requires driving clients to/from locations in the community, and special events (field trips, etc.) where clients are supervised in an integrated setting. May occasionally be exposed to physical and verbal aggression, communicable and contagious diseases/viruses, etc.

WORKING ATTIRE: Casual dress, appropriate to daily activities, may be worn and is to be clean and mended. Agency dress code should be followed per Personnel Policies. Conventional business attire to be worn when representing the agency with the clients or the public.

Signatures below indicate review of the job description

Employee

Date

Supervisor

Date