



<b>Position Title:</b> Supervisor, Care Coordination	<b>Department:</b> Care Coordination
<b>Reports To:</b> Local Director, Care Coordination	<b>Status:</b> Exempt

### Position Summary

The role of the Supervisor, Care Coordination is to lead a team of Care Coordinators who ensure access to appropriate services, improve health outcomes, reduce preventable hospitalizations and emergency room visits, promote use of Health Information Technology (HIT), and avoid unnecessary care in accordance with company policies and OPWDD/DOH Health Home Care Coordination standards. The Care Coordination Supervisor has an overall responsibility and accountability for the direct oversight of the Care Coordinators, including administration, staff supervision, monitoring of Care Coordinator services, and completing required reports and maintenance of records.

### Position Responsibilities

- Responsible for overall day to day supervision and leadership of a team of Care Coordination to provide comprehensive Health Home and Care Management services.
- Provides consultation, advice, and guidance for Care Coordinators on matters involving escalation of issues or other needs for supervisory support.
- Regularly communicates information to team members and escalates team concerns up to higher level feedback.
- Identifies opportunities for improvement in the delivery of Care Coordination services and shares recommendations and details with Care Coordination Leadership.
- Identify additional needed training for Care Coordinators and ensure that it is provided.
- Provides timely follow-up to concerns from satisfaction surveys, customer service and Regional Office complaints.
- Fosters positive relationships with individuals, families, and service providers.
- Monitors and assures quality service provision and ensures that individuals' needs are met through review of case notes, life plans, case reviews, incident report reviews, review of other evaluations.
- Ensures/monitors/tracks that Care Coordinators are completing the regulatory required monthly services through active Care Coordination.
- Ensures that individuals receiving services receive a monthly service, as appropriate, and ensures Care Coordinators comply with billing standards.
- Ensure Care Coordinators are maintaining benefits for enrolled individuals and provides follow up and guidance.
- Assigns and manages Care Coordinator's caseloads.
- Reviews Incident Reports/Events and ensures appropriate intervention and follow-up.
- Reviews/approves timecards, approving and tracking of time and attendance, expense reports and mileage for Care Coordinators.
- Participates in and follows guidance for the rotating coverage of the emergency on-call phone.
- Provides direct services to people receiving services, as needed.
- Reviews applications and documents that require a supervisor's approval.
- Reviews service documentation at least semiannually to ensure Care Coordinators maintain case files in adherence with regulatory requirements.
- Review resumes, interviews, and makes candidate selections.



- Ensures Care Coordinators complete required training.
- Ensures compliance with Person Centered Services' quality assurance standards and procedures.
- Oversees comprehensive assessment process to address needs and assist in planning for a holistic fully integrated life plan.
- Ensure Care Coordinators are assisting when needs are identified through referrals, intervention, and support.
- Ensures all services are delivered using the Person-Centered Planning process.
- Participates in any committees as requested by supervisor.
- Attends and participates in applicable meetings and trainings.
- Ensure that services provided are quality driven, cost effective, and culturally appropriate.
- Engages in performance management activities.
- Facilitate staff meetings.
- As a leader, sets and promotes a culture focused on diversity, equity, and inclusion in all business practices. This includes actively seeking, hiring, and developing talented candidates and appropriately and fairly addressing issues related to diversity, equity, and inclusion in all interactions with staff.
- Commits to a respectful, just, and supportive environment for individuals and coworkers aligning with the company's commitment to diversity, equity, and inclusion.
- Other responsibilities as required or assigned by the Local Director of Care Coordination.

### **Knowledge, Skills, and Abilities**

- Knowledge of developmental disabilities, chronic disease, and social determinants of health.
- Strong knowledge of OPWDD funded services and supports.
- Experience with motivational interviewing.
- Experience with SMART goals.
- Knowledgeable of person-centered planning regulations.
- Ability to build relationships and effectively communicate.
- Demonstrates effective leadership skills.
- Demonstrates cultural competence.
- Demonstrates ethical and professional responsibilities and boundaries.
- Demonstrates capacity to use Health Information Technology to link services and facilitate communication.
- Knowledge of confidentiality regulations.
- Organizational and time management skills
- Ability to effectively prioritize tasks and projects.
- Proactively approaches professional responsibilities.
- Completes work in a timely manner.
- Demonstrates understanding and proficiency with Electronic Health Records, Microsoft, and CHOICES.



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#### Position Requirements

- Bachelor's degree with 2 years relevant experience OR a Master's degree with 1-year relevant experience *required*.
- Meet QIDP qualifications *preferred*.
- One (1) year of supervisory experience *preferred*

Employee Signature: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_