

HANOVER COUNTY
DEVELOPMENTAL DISABILITIES SUPPORT COORDINATION SUPERVISOR
COMMUNITY SERVICES BOARD (CSB)

General Description: This is a role to support the alignment of Developmental Disability (DD) Services Supports Coordination/Case Management with transition and supervisory oversight into the CSB. This is a management level, professional position. The incumbent performs complex tasks and serves as the point of contact for private Support Coordinators/Case Managers of DD Waiver providers the agency contracts with, provide training and guidance to the contracted providers, review monthly reports to ensure quality and assure regulations are met, handle emergency service requests and performing outreach and community education. In addition, this position will provide direct supervision, support and backup to a number of agency DD Support Coordinators. The incumbent must be aware of and provide programs that meet the appropriate Federal, State and Local requirements, including Community Based Medicaid Waiver, State Plan Option and Client Supports Non-Waiver services.

Organization: The DD Supports Coordination/Case Management Supervisor reports to the Program Coordinator and supervises the Support Coordinators/Case Managers assigned. The DD Supports Coordination/Case Management Supervisor also works along with another DD Supports Coordination/Case Management Supervisor in providing department functions and backup to the Program Coordinator.

Essential Functions:

- Monitoring Support Coordination/Case Management services provided by contracted private DD Case Managers/Support Coordinators
- Records management and compliance to include: maintenance of accurate records in accordance with relevant procedures and conducting Quality Improvement activities as it relates to support coordination services
- Technical and training support as needed
- Handle emergency services requests as needed
- Provides back up to the Program Coordinator (as needed)
- Supervises assigned employees, performing related human resources functions including routine staff meetings and individual supervision meetings as well as completing necessary paperwork
- Provides service coordination back up to assigned support coordinators
- May provide assistance with Intake and Referral.
- May provide assistance and screening of Developmental Disability Waiver requests and oversight of the Waiver waitlist
- Acts as liaison between Community Services Board and other local, regional and state organizations
- Assesses client and program needs in order to determine service gaps and need for emergency intervention
- Develops written policies/procedures and operating guidelines for the Supports Coordination Department
- Writes and maintains case histories and individual service plans for individuals/families as needed
- Provides supportive counseling/consultation to individuals and families as needed
- Prepares statistical and casework reports as required
- Works in cooperation with school personnel, coordinating transitional planning for school age population
- Performs related work as assigned

Working Conditions:

A. Hazards

May visit unsafe or unsanitary environments alone or accompanied

May work with persons who have medical or behavioral challenges

B. Environment

Office

Field

C. Physical Effort

Minimal – May need to assist with the lifting, transferring or restraining of clients

D. Exempt

Knowledge, Skills and Abilities: Requires a thorough working knowledge of program development and management, developmental disabilities waiver, person-centered planning, positive behavioral supports and client financial benefits. Ability to maintain confidentiality is required. Excellent oral and written skills are required. Ability to respond effectively to crises, make independent decisions, work cooperatively and remain flexible is required.

Education, Experience and Training: Bachelor's degree in related field required (Master's degree preferred) with at least four (4) years of progressive related experience, including one (1) year of supervisory experience (2 or more years supervisory experience is preferred)– OR – Any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.

Special Conditions:

- Criminal Records Check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- Twelve-month probationary period
- CPS (Child Protective Services) Check
- TB test within 30 days of employment
- Hepatitis B immunization, recommended
- May be required to complete CPR and/or First Aid training
- Work beyond normal schedule

SPECIAL INSTRUCTIONS TO APPLICANTS:

Additional Functions: Assists Supports Coordination/Case Management and Quality Improvement staff, and (but not limited to):

- Serves as backup to Supports Coordinators/Case Managers during client crises
- Participates in the supervisory monitoring of service contracts and service delivery
- Enhances training and quality needs throughout the transition process
- Completes waiver-regulated documentation (i.e., annual documentation, Person-Centered reviews, waiver waitlist documentation)
- Prepares grant applications and program proposals, and manages specially funded programs as assigned.

Hiring salary range is \$53,414.00 - \$72,100.00 annually. For more information or to apply for this position, please visit our career site at: www.hanovercountyjobs.com.