

Hanover County Government  
County Services Board  
Support Coordinator (CD) – I/DD  
Salary: \$45,604.35 - \$61,567.00

**General Description:** This is a professional position that is responsible for providing support coordination services for children and adults receiving intellectual and/or developmental disabilities and/or co-occurring mental health and/or substance use disorder services. The incumbent performs complex tasks to assess, plan, coordinate and link to services.

**Organization:** The Support Coordinator position is part of Hanover County's Career Development Program (CD). The Support Coordinator Ladder has three (3) levels: Support Coordinator I, II, and III. The Support Coordinator reports to a Support Coordination Supervisor or Program Coordinator and supervises no staff.

**Essential Functions:**

- Completes comprehensive assessments of individual needs, supports and service gaps, determine level of care according to existing DMAS ICF/ID/DD criteria and enhanced case management requirements,
- Gathers relevant medical, social and psychological data and conducts interviews with the individual/caregiver to determine services received and services needed.
- Ensures the development, coordination, implementation, monitoring, and modification of individual services plans using a Person Centered Approach; review and update service plans; coordinate and monitor the implementation of the Individual Service Plan (ISP); make referrals and links individual to multiple service providers/agencies; (d) monitor the implementation of the ISP, the health and safety/quality of care for the individual with a developmental disabilities and/or mental retardation, through regular contacts with providers, periodic site visits and home visits with the individual. Evaluates the quality of services provided and changes in the individual's condition and counsels the individual.
- Enhances community integration through increasing individual's community access and involvement.
- Completes documentation and maintain accurate case records in accordance for regular review by regulatory agencies.
- Understands expectations set forth through DBHDS, Department of Justice and Licensure
- Develops and maintains good working relationships with community resource, and agencies to ensure effective coordination of services.
- Performs related duties as assigned.

**Working Conditions:**

- A. Hazards
  - Customers – May have contact with children, adults and families with challenging behaviors and in difficult situations.
  - Conditions – May be exposed to places that are considered unsafe or unsanitary, often independently.
- B. Environment
  - Office
  - Field
- C. Physical Effort
  - Minimal
- D. Non-Exempt

**Knowledge, Skills and Abilities:** Requires knowledge of definition and causes of intellectual and developmental disability and best practices in supporting individuals who have such a disability; Medicaid and Department of Behavioral Health and Developmental Services policies and regulatory guidelines; person-centered services; Department of Justice Settlement Agreement; and licensure regulations. Comprehensive knowledge of DD Waiver Services and DD Waiver Wait List regulations. Knowledge of Enhanced Case Management (ECM) criteria and ability to assess individuals to determine those who meet the criteria. Must be familiar with methods and theories of evaluation for developmental disabilities and implementation of service plans. Must be able to communicate effectively, both orally and in writing. Must be able to work and make judgments independently, as well as function as part of a team.

**Education, Experience and Training:** Bachelor's degree required preferably in a related field (master's degree preferred) with at least one (1) year of related work experience – OR – Any equivalent combination of education, experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable. Must meet the eligibility requirements for and/or be registered as a Qualified Developmental Disabilities Professional (QDDP) or Qualified Mental Health Professional (QMHP).

**Special Conditions:**

- Criminal Records Check, including fingerprinting
- Valid Commonwealth of Virginia Driver's License
- TB test (within 30 days of employment)
- CPS (Child Protective Services) Check
- Twelve-month probationary period
- Work beyond normal work schedule