

**Middle Georgia Regional Development Center
Job Description**

JOB TITLE: Care Coordinator
FLSA Status: Exempt
Reports to: Care Coordination Program Manager
Grade: 15

SUMMARY:

This position is primarily responsible for providing case management services to Community Care Services Program (CCSP) clients at risk of nursing home placement and providing case management services aimed at securing the client's overall well being and maximum degree of independent functioning. Serves as a member of an interdisciplinary team including client's physician. This position reports directly to the Care Coordination Program Manager of the Middle Georgia Regional Development Center.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are representative of the work required for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Researches and maintains up-to-date knowledge of community resources.
- Participates in case conferences with the Assessment Nurse to discuss the plan of care as needed. Provides information on the availability of services, delivery options, and on the feasibility of implementing the service needs identified by the Assessment Nurse.
- Develops the 60-day comprehensive care plan in consultation with the client, client's family, and service providers.
- Serves as the liaison between the assessment process and the effective delivery of direct services.
- Brokers the CCSP services and implements the care plan.
- Arranges for non-CCSP community-based services needed by the client.
- Monitors service delivery to individual clients to assure services are being provided as appropriate and effectively meets the client's needs.
- Continuously reviews, monitors, and updates the comprehensive care plan.
- Documents case activity and service information.
- Communicates and coordinates with all agencies providing direct services to the client.
- Conducts personal contacts with each client as needed and in accordance with CCSP guidelines in order to provide effective care coordination. Completes the CCP Review.
- Reports suspected abuse, neglect, or exploitation of any client to APS if client does not live in a PCH, or to LTCO and ORS if client lives in a PCH. Reports information to the ALS family model provider, if appropriate.
- Arranges emergency services.
- Completes the Service Authorization Form (SAF). Deauthorizes unused services.
- Communicates with DFCS regarding MAO/PMAO eligibility.
- Maintains confidential case records on all CCSP clients.

- Conducts reassessments or arranges for reassessments by the Assessment Nurse as appropriate.
- Advocates for the special needs of the functionally impaired population requiring community-based services.
- Maintains knowledge of the provider service standards for each CCSP service.
- Collaborates with Assessment Nurse and client's physician to define appropriate services and service setting necessary to maintain or improve the health/functional status of client.
- Keeps supervisor informed of progress and problems associated with duties.
- Reports suspected abuse, neglect, or exploitation of any client to APS if client does not live in a PCH, or to LTCO and ORS if client lives in a PCH. Reports information to the ALS family model provider, if appropriate.
- Attends organizational meetings, CCSP Network meetings, administrative hearings, and training as required.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS and ABILITIES:

The Care Coordinator must be knowledgeable of the following human services principles, regulations, and concepts:

- Knowledge of the Older Americans' Act, Community Care Services for the Elderly Act, Division of Aging Services CCSP Care Coordination Manual, Division of Aging Services CCSP Provider Services Manual, Health Insurance Portability and Accountability Act, Community-Based Services, and knowledge of aging programs and services in the Planning and Service Area.
- Skill in communicating to diverse groups of people.
- Skill in using basic computer operations.
- Skill in using Client Health Assessment Tool (CHAT) and Enhanced Services Program (ESP).

MINIMUM TRAINING and/or EXPERIENCE TO PERFORM ESSENTIAL JOB FUNCTIONS:

The Care Coordinator must possess:

- Bachelor's degree in social work, sociology, psychology, or a related field, OR
- Registered, professional nurse currently licensed to practice in the State of Georgia, and
- Two years experience in the human service or health-related field.

SUPERVISORY CONTROL AND RESPONSIBILITIES:

The Care Coordinator is supervised by the Care Coordination Program Manager of the Middle Georgia Regional Development Center. The Care Coordinator receives assignments from the Care Coordination Program Manager. The Care Coordinator has no supervisory responsibility.

TRAVEL:

The Care Coordinator is required to travel to client's residence, including hospitals, long-term care facilities, or other appropriate sites and meetings held throughout the Middle Georgia Regional Development Center service area. The Care Coordinator must possess a valid driver's license and must have access to reliable transportation. The Care Coordinator is sometimes required to perform essential duties and responsibilities and to attend meetings that occur during the evening (after working hours), weekends, and/or during the early morning (prior to working hours). Occasional overnight trips may be required. Some meetings may be held in areas outside the Middle Georgia Regional Development Center service area.

GUIDELINES:

The Care Coordinator utilizes guidelines set forth by the Older Americans' Act, Community Care Services for the Elderly Act, Division of Aging Services CCSP Care Coordination Manual, Division of Aging Services CCSP Provider Services Manual, and Middle Georgia RDC Policies and Office Procedures.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM
ESSENTIAL JOB FUNCTIONS**

LANGUAGE SKILLS:

Ability to read, analyze, and interpret medical conditions and terminologies in order to assist clients. Ability to write case notes, reports, and business correspondence. Ability to effectively and persuasively present information and respond to questions from diverse groups of people.

MATHEMATICAL SKILLS:

Ability to apply concepts of basic mathematical concepts of addition, subtraction, multiplication, and division. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

COMMUNICATION SKILLS:

Must be able to communicate orally and in written form in a professional manner to give or exchange information; resolve problems; and provide service to clients, CCSP service providers, Middle Georgia RDC employees, local government officials, members of state agencies, and the general public.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of instructions in various forms and deal with several abstract and concrete variables.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk on the telephone, listen, use a computer, and lift light to heavy objects.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is typically performed in an office or client's residence, hospital, long-term care facility, or other appropriate sites where the noise levels are usually low to moderate.

I, the employee, understand that this document is not to be construed as a contract, either implied or explicit. All information contained herein is merely an attempt by the Middle Georgia Regional Development Center to explain the essential duties that I am expected to perform. I understand that, at my supervisor's discretion, additional duties and responsibilities may be assigned to me.

Employee's Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____