



HCBS Coordinator

JOB TITLE: HCBS Coordinator
DEPARTMENT: Home and Community Based Services
REPORTS TO: Director of Program Services
FLSA STATUS: Exempt
EEO Classification 01
Safety Sensitive Position

SUMMARY: Under the general direction and supervisor of the Operations Manager, the HCBS Coordinator performs professional work of considerable difficulty in planning, organizing, evaluating and supervising the delivery of home and community-based services for developmentally disabled or seriously mentally ill individuals. The HCBS Coordinator performs related work as required. Distinguishing characteristics are classified as: responsible for planning and organizing all service, social, vocational, educational and community services and/or activities with designated consumers. This classification is distinguished from other supervisory classifications by its responsibility for managing and administering multifaceted services with diversified activities.

ESSENTIAL ROLES AND RESPONSIBILITIES: (Illustrative Only – Work assignments may vary and will be communicated to the employee by the Operations Manager.)

- ◆ Plans, manages and directs the operation of activities for the designated program regarding various services;
- ◆ Provide management and support in a manner that meets and exceeds the expectation of Civitan customers.
- ◆ Recommends policies, procedures and programs for delivery of social services and the provision of adequate staffing levels;
- ◆ Participates in the recruitment, hiring, training, supervision and evaluation of all Direct Support Professionals;
- ◆ Initiates the intake process and facilitates support services for new individuals seeking services;
- ◆ Participates in completing assessments and reviews the care environment and appropriateness of services, ensuring that the consumer's safety, individualized choice opportunities, and the appropriate environment is maintained by implementing changes as needed;
- ◆ Communicates and interacts with consumers on an individual and group basis, promoting individual choice, freedoms, responsibility and support for consumers;
- ◆ Reviews the care environment and appropriateness of services, ensuring that the consumers safety, individualized choice opportunities and the appropriate environment is maintained by implementing changes as needed;
- ◆ Develops, implements and evaluates programs and goals to ensure quality standards of care, self-determination practices, and fiscal requirements are met;
- ◆ Responsible for ensuring that services are provided in accordance with the authorization;
- ◆ Assists with all investigations of complaints regarding care or services provided to consumers;
- ◆ Reviews all consumer care incident reports, takes corrective actions and forwards appropriate reports as necessary;
- ◆ Develops, recommends, and implements improved policies, standards, services and procedures for assigned programs;

- ◆ Strictly adhere to the Civitan confidentiality policy and all state and federal laws. Information about the Civitan Foundation and its members will not be discussed, taken from the premise or divulged outside the agency without prior approval.
- ◆ Acts as an appropriate role model and support in using appropriate language, dress, manners, and respect.
- ◆ Participates in developing and implementing individualized service plans for consumers, and ensures program directives are followed in compliance with State, Federal and local standards;
- ◆ Facilitates staff and administrative meetings as well as in-service trainings;
- ◆ Provides direct services in crisis or extremely difficult/emergency situations;
- ◆ Writes/updates procedure manuals, monitors licensure standards, ensures certifications and continuing educations requirements are accomplished for assigned staff, and facilitates the transfer of power from the system to consumer;
- ◆ Develops and monitors procedures and forms for collecting and maintaining appropriate data and prepares written reports as necessary in a timely manner;
- ◆ Attends and participates in various committees pertaining to support coordination, service delivery matters, and attends assigned conferences/seminars;
- ◆ Makes a commitment to support individuals and families in new ways to enable consumers to take charge over decision making;
- ◆ Develops and maintains ongoing quality relationships with family members, guardians, and funding agency personnel;
- ◆ Performs customer service functions by answering employee requests and questions
- ◆ employee counseling, gathering facts and information to investigate incidents, taking personnel actions, and responding to external inquiries or personnel issues.
- ◆ Assists with the preparation of the performance review forms
- ◆ Quickly and effectively respond to emergency situations.
- ◆ PERFORMS OTHER RELATED DUTIES AND ASSIGNMENTS AS REQUIRED.

DESIRED QUALIFICATIONS:

- ◆ A Bachelor’s Degree in a behavioral health or social science field from an accredited college; or a closely related area and one (1) year of related experience; or an Associate of Arts Degree or equivalent, and three (3) years of experience working in the human service field with developmentally disabled/seriously mentally ill populations is required. (Any combination of training and experience that demonstrates the necessary skills may be substituted for the aforementioned experience.)
- ◆ HAS KNOWLEDGE AND EXPERIENCE IN THE FOLLOWING:
 - Human behavior indicative of mental or physical disabilities.
 - Theory, principles and practices of professional work with developmental disabilities and mental illness.
 - Program development and implementation.
 - Functions, practices, and goals of self-determination, residential care, day and vocational programs.
 - Principles and practices of self-determination and individual supports.
 - Safety precautions used in transportation and home health care; licensing requirements in the State of Arizona.
 - Principles and practices of contract administration and budgeting principles and practices.
 - Community resources and social services agencies.
 - Principles and practices of Para-professional work with developmental disabilities and mental illness.

- Community resource and social service agencies.
- Developmental disabilities, psychiatric disorders, medications and their side effects.
- Behavior modification techniques, behavioral treatment plans, and the responsibility of an advocate.
- Applying rules, regulations and policies as well as program supervision and management requirements and techniques.
- Establishing and maintaining effective working relationships with professional staff, care givers, and community organization representatives.
- Working in a multi-disciplinary team environment.
- Supporting consumers through various activities, including (but not limited to) record keeping, writing reports and assessing/resolving problems.
- Principles and practices of supervision, supervising service staff as well as conducting meetings and training sessions.
- Writing reports, analyzing case history data and behavioral treatment plans.

While performing the duties of this job, the employee is frequently required to stand; walk; sit. The employee must regularly lift and or move more than 50 pounds and occasionally lift and/or move over 100 pounds. Specific vision abilities required by this job include distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee may be exposed to extreme heat during the summer. The noise level in the work environment is usually moderate.

CERTIFICATES, LICENSES, REGISTRATIONS:

- ◆ Current Article 9 certification
- ◆ Current CPR and First Aid certification
- ◆ Valid Level One Fingerprint Clearance Card
- ◆ Additional training and certifications dependent on needs

OTHER REQUIREMENTS:

- ◆ Must be at least 18 years of age (licensing requirement), or 21 years of age to drive Civitan vehicles.
- ◆ Must be fully ambulatory and able to lift consumers (a minimum of 50 pounds.)
- ◆ Must be able to assist consumer (involves many physical activities, including but not limited to, kneeling, reaching, stretching, bending, etc., and the use of household cleaners.)
- ◆ Must be able to demonstrate competency in the following areas: operate an agency transport vehicle; manual dexterity to keep documentation records; able to visually and auditory monitor consumers; perform crisis intervention techniques to prevent behavior harmful to the consumers or others; assess and provide behavior management in crisis situations and call for assistance if needed; and able to physically perform First Aid/CPR.
- ◆ Required to pass a criminal/background check in accordance with Arizona Revised Statute 36-594 utilizing information on form DD-258 and fingerprint check.
- ◆ Must satisfactorily complete all comprehensive training programs within the required timelines.
- ◆ Ability to work under stressful conditions that may include dealing with difficult people and handling Multiple work assignments.
- ◆ Occasional to regular travel to attend meetings, trainings, and monitor homes.

The classification specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

I have read and understand the job duties and responsibilities for this position. This Form indicates specific job duties that will be used as performance evaluation and improvement guidelines.

EXPECTATIONS: (these are in addition to the above roles and responsibilities and are not limited to).

1. Ability to delegate and follow up on projects.

EXPECTATION:

- a. Continuously communicate with my supervisor to update on concerns and issues,
 - 1) Weekly discussions with my supervisor to update on concerns or issues.
 - 2) Weekly discussions with those I supervise to ensure follow up and expectations are clear.

2. Physical visits to all HCBS programs, with review of all locations ensuring a safe, nurturing environment and ensure all DDD licensing requirements are being met.

EXPECTATION:

- a. Implement a system to review each location at least quarterly.
 - 1) Ensure all DDD requirements are being met
 - 2) Ensure quality of supports are being provided, while identifying areas that could use improvement and ensure the improvements are being made

3. Promote and develop new areas of service resulting in increased revenues.

EXPECTATION:

- a. Create a performance tool to track new services and measure the achievements of each service (i.e. respite, habilitation, attendant care and all units of service associated).

4. Take personal responsibility for action. This is demonstrated through owning problems, problem solving, and not projecting problems or failures to others or the “system” if not warranted. Demonstrate excellence in work standards and is tenacious in completing tasks.

EXPECTATION:

- a. Continually evaluate the root of the problem and work toward solving the problem rather than dismiss it as unavailable.
- b. Demonstrate to team members that management’s role is to solve problems, overcome barriers, and provide vision to the future.
- c. Ability to effectively problem solves and make decisions to include resolving crisis situations and developing resolutions between parties.
- d. Safeguards sensitive and confidential information, and respects the authority that comes from being responsible for such information.

5. Work with other team members by demonstrating ability to cooperate with others in the group using friendly, cooperative relations in accomplishing mutual goals and preparing assignments on time.

EXPECTATION:

- a. Take on issues and volunteer to participate in team issues and activities. Share resources across the company, including staff, dollars, knowledge, and systems. Participate and provide activities outside of the work arena to promote teamwork.
 - 1) Work with other team members to become a resource for information and systems that others may benefit from

- 2) Demonstrate a willingness to help others and view the company as a whole by providing anything we have to share

HCBS/HR Coordinator

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Signature Page

Employee Name - Print

Employee Signature

Date

Supervisor's Name - Print

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