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| Job Title:  Support Coordinator (QIDP) | Employee Name: |
| Approved by: | Date: |
| Supervised by:  Colleen Zalewski |  |

**JOB SUMMARY:** The Support Coordinator is pivotal to the services received by each individual in the program. The Support Coordinator ensures that the services received are developed, integrated, coordinated, implemented and monitored and that active treatment takes place in a person centered approach to ensure the individual receives what they want and need to achieve a good life**.**

**RESPONSIBILITIES:**

The Support Coordinator role is central to the development, integration, coordination, implementation, and monitoring of active treatment services for each individual at the Albero House as well as certain individuals at St. Mary’s Home. The position may also be assigned specific general supervisory responsibilities for the Home. Specific duties may include but are not limited to:

**Treatment Planning:**

1. Familiarity of Medicaid regulations with regard to Support Coordinator/Qualified Intellectual Disability Professional (QIDP) role and compliance with standards including but not limited to the Active Treatment Condition of Participation for Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID).
2. Involvement in admission planning and comprehensive assessments to ensure the suitability of placement and ability to provide services needed.
3. Uses a person centered approach to the annual development of goals and objectives for each individual on their caseload. Ensures person centered planning by assisting the individuals to schedule and facilitate Team meetings upon admission and at 30 days post admission, on an annual and quarterly basis and as needed during the year.
4. Ensuring the integration and coordination of services that are identified and prioritized in the comprehensive functional assessment, evaluations and person centered planning process by developing an Individual Support Plan (ISP) on an annual basis.
5. Responds to Interdisciplinary Team (IDT) prompter or initiates an IDT prompter in response to concerns expressed by any staff member or family member with regard to the supports provided to an individual, behavior displayed by an individual or significant needs of an adult. This includes establishing a meeting time and location and an invitation to all relevant support team members of the individual. Documents a summary of the recommendations of the team and

ensures implementation of recommendations and any necessary training

takes place.

1. Collaborate in the development of behavior support plans and follow-up with other departments as needed to ensure that the behavior support needs of the individuals at the Albero House are being met.
2. Ensuring follow up to recommendations for services, equipment or programs and documents in progress notes.
3. Ensuring that adequate environmental supports and assistive devices are available to promote independence.
4. Provides assistance to unit staff as needed to include direct care of individuals.
5. Develops and maintains an effective method of sharing the essential elements of each individuals ISP with all staff to ensure effective implementation of the ISP.

**Monitoring and Documentation**

1. Is familiar with internal electronic systems to include: SIMP, Kids Calendar, Agenda, Sigmacare and Caretracker and how these systems are used to:
2. Provide unit information per individual, track event reports
3. Provide information regarding activities scheduled
4. Staffing patterns
5. Document ISP’s, progress notes and required reports for each department, input monthly summaries and quarterly reports, behavior support notes, IDT meetings and recommendations.
6. Input details on each individuals’ profile and support goals and documentation of services provided. Filter for specific reports that provide information for coordination and monitoring of services.
7. Monitor services provided to ensure compliance with requirements and report current status, progress or lack thereof in monthly summaries and quarterly reports, including reports from other departments
8. Monitor and review data and progress towards outcome achievement and revising programs as needed based on current needs and performance.
9. Ensuring consistency, through direct observations, in service designs and implementing treatment plans among external and internal programs and disciplines. Documentation of observation should include date, time, individual observed, environment, and activities. Inconsistencies with programs, best practices or general expectation should be immediately addressed and brought to the attention of relevant authority/supervisor for further remediation if needed.
10. Monitor event reports affecting the individuals on the unit. Attends huddle meetings to discuss event reports and ensure compliance with recommendations.
11. Informs the Behavior Services Manager of updates or changes that may need to be made to any Restrictive Treatment Plan or Health Related Protection Plan in a timely manner.

**Training**

1. Develop and provide training programs, in-services and presentations to ensure that the ISP goals, objectives and/or outcomes are implemented accurately and in a timely manner and services are provided as required.
2. Provide hands-on training as needed to direct support professionals to ensure the correct implementation of skill acquisition objectives.
3. Assists in the design, development and instruction of training programs to:
   1. Ensure facility-wide understanding and implementation of continuous active treatment programs
   2. In response to specific training needs for staff based on observations and interactions

Works closely with the Staff Development office and specific department managers to ensure necessary training is provided.

**Communication**

1. Maintain open communication among internal support team members to include: the individual, unit staff members, department managers and administration as necessary.
2. Maintains open communication with families/guardians to encourage active participation in the support team and facilitate their involvement in decision-making
3. Facilitates communication between external providers and departments within St. Mary’s Albero House by:
   1. Developing and maintaining communication notebooks to go with the individual to day programs that assists in the collaboration of services and addresses any immediate needs
   2. Referring concerns form day programs to appropriate departments within the facility
   3. Attending ISP and Quarterly meetings or other scheduled meetings at day programs to ensure consistency in programming and collaboration between services. Acts as an advocate for individuals and on behalf of families in ISP meetings with other external programs.
   4. Conducting regular visitation/observation on behalf of each individual in the day programs.
   5. Collecting information/data related to ISP progress for each individual in the day programs.
   6. Is actively involved in resolving any discrepancies or conflicts between programmatic, medical, dietary, school, day program and/or vocational aspects of the individual’s assessment and program planning.

Supervisory (weekend rotation and holidays):

1. During times when assigned to act in a supervisory/administrative capacity for St. Mary’s Home, the incumbent must be visible to staff and responsive to their request for support. Specific duties shall include but may not be limited to:
   1. Making rounds on a regular and frequent basis, ensuring that all scheduled staff are at their assigned location, performing assigned job duties.
   2. Carry a communication device at all times to facilitate immediate access by other staff members.
   3. Is familiar with and reviews the staffing schedule at the beginning of the shift, printing out a copy from Agenda and carrying that copy on a clipboard throughout the shift.
   4. Responds to call outs for DSPs, LPNs and RNs for each of the units; makes decisions about reassigning staff to ensure each unit has sufficient staff.
   5. Coordinates supervisory responsibilities with the Recreational Therapy leadership team, as needed.
   6. Effectively resolves any situations involving visitors, family members, or LobbyGuard access.
   7. In the absence of the CNO and/or the Primary Nurse of the unit, the incumbent will:
      * 1. Send home staff members who are being insubordinate, disruptive, belligerent, or have committed policy violations, especially if it related to suspected abuse and neglect.
        2. Ensure that Event Reports or other documentation is completed.
        3. Report all unusual incidents to the Primary Nurse and CNO, in writing.

Other

1. Immediately address any unforeseen emergencies (i.e. unauthorized use of restraints, uncooperative service providers, etc.) with appropriate authorities.
2. Meets at least bi-monthly with Behavior Services Manager to discuss concerns, changes to services/programs, updates to rules, regulations or policies, or other matters affecting services to the children and adults.
3. May serve, as assigned, on committees including but not limited to: Behavior Support Committee, Quality Improvement committee, Safety Committee, Therapy Task Force and Infections Control Committee. Recommends improvements to program monitoring and delivery systems as appropriate to increase efficiency or effectiveness of services.
4. Provide feedback to respective department supervisors on performance of staff members assigned to that department to include outstanding or poor performance of duties.
5. Provides liaison services to certain school age individuals to ensure integration and coordination of services between St. Mary’s Home and the public school. These services shall include but may not be limited to:
   1. Facilitate communication between school and the Q for children or young adults who attend school outside of the facility.
   2. Maintain active treatment book at the school with updated feeding directions, feeding agreement, and IEP.
   3. Attend IEP meetings out at the schools
   4. Deliver medications / supplies to the schools throughout the year
   5. Maintain communication binders throughout the year, responding to requests like money for field trips and school pictures.
   6. Conduct visits out to the schools 2x a year.
   7. Forward IEP to the QIDP for the unit and give any updates.
   8. Coordinate school bus services at the beginning of the year and for ESY and communicate this to staff.
   9. At the beginning of school, deliver supplies and medications needed for the first day of school.  Review active treatment book with the teacher at the beginning of school and for ESY
   10. Complete diet forms required for the OTS program prior to the beginning of school and when there are updates or changes with the dietician and forward to clinic nurse to get doctor signature.
   11. Document all communication with the school in each individuals record.

**CONDUCT:**

1. Complies with attendance and punctuality policies while adjusting to necessary flexibility within schedule to accommodate needs of families, attendance at necessary meetings, and manager on duty for assigned evenings and weekends

2. Works well with others

3. Uses time appropriately

4. Attire is appropriate for job

5. Is respectful and courteous to other staff

6. Is respectful and courteous to visitors

7. Follows instructions with a positive attitude

8. Complies with all policies and procedures

**QUALIFICATIONS:**

1. A bachelor’s degree in a human services field including but not limited to sociology, social work, special education, rehabilitation counseling or psychology, or a bachelor’s degree in another field in addition to and advanced degree in a human services field.
2. At least 1 year of experience working directly with persons having severe developmental and physical disabilities
3. Background in developing and implementing service plans
4. Current acceptable driving record and valid VA driver’s license.
5. Strong communication, organizational, time management and multi-tasking skills.
6. Prior experience working with individuals with multiple disabilities is preferred.
7. Computer skills especially with Microsoft word, power point and excel.
8. Some knowledge and experience with electronic health records preferred

**PHYSICIAL REQUIREMENTS OF THE JOB:**

1. Must be able to sit, stand and walk for variable periods of time.
2. Must be able to lift 35 pounds independently.
3. Must be able to use lifting and mobility equipment necessary to care for the residents.

**JOB KNOWLEDGE:**

* Must be able to actively contribute and cooperatively participate in interdisciplinary team settings
* Must be able to attend, participate in and provide ongoing professional in-service and training sessions
* Must be able to ensure that each staff member is aware of and capable of carrying out services specified in the ISP
* Must be confident and have the capability of conducting activities in a productive, orderly and efficient manner.
* Must be able to provide direction to other staff.

I have read, understand and agree that I can perform the essential functions of this job description, and accept the responsibilities outlined above, and I understand that fulfilling it is a condition of continued employment.

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Employee’s Signature Date

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Supervisor’s Signature Date