

Job Title: <b>Care Coordination Supervisor</b>	Revised: <b>04/20</b>
Department: <b>Care Coordination</b>	
Reports to: <b>Care Coordination Director</b>	FLSA status: <b>Exempt</b>

### Position Overview

The Care Coordination Supervisor is responsible for supervising the Care Coordination program at the assigned agency office. This includes program evaluation, documentation control and supervision of Care Coordination staff. The Care Coordination Supervisor works closely with the Care Coordination Director to evaluate the effectiveness of the office and staff, develop care coordination processes and implement those processes. Client-oriented tasks involve screening, assessment, services coordination, monitoring, follow-up, and advocacy. The Care Coordination Supervisor acts as a liaison between community members, services, clients, the state and the Agency staff.

### Essential Job Functions

- Evaluate the Care Coordination program in the assigned office.
- Hire, supervise, and train Care Coordinators.
- Coordinate with Care Coordination Director and other Agency staff to maintain program specifications and promote quality services delivery.
- Advocate for new and/or enhanced services to meet the needs of clients and families.
- Prepare program reports as requested by Care Coordination Director.
- Assist the Care Coordination Director in preparing grant proposals and follow up reports as needed.
- Assist the Care Coordination Director with monitoring Care Coordination program costs.
- Establish and maintain communications with a network of organizations and people known to have contact with the target population.
- Assist the Care Coordination Director with developing marketing strategies to inform the public about programs.
- Process requests for service. Provide referrals, assessments, support, consultations and follow-up for their region.
- Develop plans of care with and for individuals enrolled in the Care Coordination service.
- Monitor client situations and offer the needed services available within the scope of the Agency.
- Monitor the quality of care coordination services in the region.
- Provide input to budget for care coordination program and grants; manage department revenues and expenses for the assigned office.
- Provide quality control of documentation and records required for certification according to state regulation and agency policy.
- Understand and comply with all agency policies and procedures.
- Ensure confidentiality as prescribed by agency policy and federal/state law.
- Maintain and promote a positive, professional working relationship with all employees.
- Attend and participate in meetings, committees and training as assigned.
- Promote the Agency's mission, goals and programs to the public.

Care Coordination Supervisor 08-16.doc

#### Anchorage

1750 Abbott Rd.  
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#### Juneau

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#### Mat-Su Valley

777 N. Crusey St., Ste. B101  
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Phone (907) 746-3445  
Fax (907) 746-3439

## Requirements and Qualifications

- Bachelor's degree in social work, nursing, health, human services or closely related field; Master's degree preferred.
- Minimum four years of experience in the human service field. Additional experience may be substituted for the academic requirements identified above in the discretion of the Executive Director.
- Successful candidate must have solid understanding of Medicaid Waiver systems and community resources.
- Prefer minimum of one year in a supervisory role.
- Certified by the State of Alaska to provide Medicaid Waiver care coordination within three months of employment.
- Ability to pass a state and federal criminal background check.
- Valid Alaska driver's license with a good driving record and proof of auto insurance.

## Knowledge, Skills and Abilities

- Knowledge of program planning, implementation and evaluation.
- Experience evaluating client needs, completing assessments and plans of care.
- Knowledge of or the ability to learn about Alzheimer's disease and related dementia.
- Knowledge of health care or social service systems.
- Knowledge of geriatric issues, and/or Intellectual Developmental Disabilities and/or Complex Medical Conditions.
- Ability to be sensitive to clients of all cultures.
- Ability to prioritize and manage multiple priorities.
- Ability to anticipate, identify, organize and analyze growth opportunities
- Ability to direct, supervise and evaluate personnel.
- Ability to analyze information and make timely, appropriate decisions.
- Ability to work effectively with volunteers, staff and external contacts to build and maintain successful teams.
- High level of integrity, diplomacy and initiative.
- Excellent verbal and written communication skills.
- Ability to work independently, follow directions and organize materials and time.
- Ability to operate computers and other office equipment.
- Ability to drive, and to use personal vehicle for Agency business.

## Physical and Special Requirements

- Must have the ability to perform lifting and transferring of no less than 25 pounds and demonstrate good body mechanics while performing these tasks.
- Must be able to climb stairs and access individuals in non-accessible rooms or apartments.
- Ability to work evenings and weekends as needed.
- Ability to travel as needed to perform job duties.

**NOTE:** This job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization.

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