

# Valley Area Agency on Aging

## Supports Coordinator- CCS/CM/NFT

### Job Description

**Reports To:** Senior Supports Coordinator  
**Salary Grade:** TBD  
**Department:** Community Access Services  
**Prepared By:** Director of Human Resources  
**Approved By:** Community Services Director

**FLSA Status:** Exempt  
**Supervisory Responsibility:** No  
**Location:** Flint, MI  
**Prepared Date:** February 11, 2022  
**Approved Date:** February 17, 2022

### Success Goal

To be an integral component of VAAA's client services and resources, and ensure adherence to VAAA's processes and policies

### Primary Function

The role of the Supports Coordinator is to inform, assist, and coordinate a variety of home and other community-based services needed by elderly and other adults to live independently in the community as they choose.

### Performance Responsibilities – Essential Functions (Other duties may be assigned)

1. Performs comprehensive evaluation including assessment of the individual's unique preferences, physical, social, and emotional functioning, medication, physical environment, natural supports, and financial status. Assessments are conducted in-person at the individual's residents or other locations determined by the agency or grantor.
2. Verifies clients' initial eligibility and continuous eligibility for VAAA programs.
3. Develops comprehensive client care plans, utilizing both formal and informal support services to meet the individual's identified needs emphasizing the person centered approach to establishing a care plan that documents the issues, concerns, conditions and specific supports and interventions needed.
4. Provides support to program participants and their allies to facilitate life adjustments and reinforce the participant's circle of support.
5. Provides coordination of services by various internal and external disciplines and providers to address participant's needs. This includes physicians, home care agencies, hospice, hospitals, community mental health services, etc.
6. Provides assistance with accessing Medicare, Medicaid and other third party benefits and services.
7. Arranges needed services; monitors provider delivery of services; documents care plan outcomes via telephone or via home visits; and follows-up on client health status and service delivery based on Agency policy/protocol, client choice, physical, social, and mental health needs of the client in a cost efficient and effective manner.
8. Conducts client reassessments including Medicaid re-determinations and other required paperwork based on agency and grantor's protocol and policy.
9. Ensures that all necessary paperwork including reports and other required documentation according to agency and regulatory policies and procedures, are completed and submitted in a timely manner.
10. Promotes and builds good working relationships with staff of VAAA. Embraces mission. Works with team; assists whenever and wherever needed/required.

# Valley Area Agency on Aging

## Qualifications

To perform this job successfully, an individual must be able to perform each essential function 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.

- CCS Program- Bachelor's degree in a Human Service field with a minimum of two (2) years' experience in client assessment and/or case management, long-term care, home care, or hospice home care experience.
- CM Program- Bachelor's degree in a Human Service field with a minimum of two (2) years' experience in client assessment and/or case management, long-term care, home care, or hospice home care experience.
- NFT Program- Bachelor's degree in a Health or Human Service field or Community Health Worker Certification with a minimum of three (3) years' experience in the provision of health or social services.

## Preferred Qualifications

- A Social Worker or Registered Nurse with a current license to practice in the State of Michigan.
- Minimum of two (2) years' experience in client assessment and/or case management, long-term care, home care, or hospice home care experience.

## Competencies

To perform the job successfully, an individual should demonstrate and/or possess the following competencies:

Stellar customer service skills	Compassionate and empathetic
Personal effectiveness, credibility, and ethical conduct	Excellent decision making skills
Strong performance management skills	Confidential
Excellent attention to detail	Interpersonal skills
Ability to speak and write clearly and concisely	Strong organizational skills
Ability to work as a team	Excellent project management skills
Ability to analyze, research, and interpret data	Ability to multitask
Ability to work with a diverse group of people	Flexibility
Knowledge of Medicare and Medicaid	High energy
Ability to adapt to change	Ability to work independently

## Language Skills

Ability to read and comprehend complex instructions, correspondence, and memos, including state reports, and documents. Ability to appropriately respond to common inquiries or complaints from customers, regulatory agencies, vendors, and/or members of the business community. Ability to effectively present information in one-on-one and small group situations to leadership, Board of Directors, community members, visitors, vendors, and other employees of the organization.

# Valley Area Agency on Aging

## Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

## Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to define problems, collect data, establish facts, and draw valid conclusions.

## Computer Skills

To perform this job successfully, an individual should have proficient knowledge of Microsoft Office Suite products, emails, group messaging, data collection, VAAA software, and other database and spreadsheet programs. Proficient typing skills a must to complete computerized assessments via a lap top computer in the home and for follow up paper work.

## 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 frequently required to walk, stand, talk, hear, and/or use repetitive motions. The employee is occasionally required to sit, stoop, climb, balance, pull, push, and reach. Specific vision abilities required by this job include close vision, distance vision, and depth perception. The employee must occasionally lift and/or move up to 30 pounds.

## 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.

The noise level in the work environment is usually moderate to loud.

## VAAA Equal Opportunity Employer Statement

Valley Area Agency on Aging (VAAA) is an equal opportunity employer. VAAA prohibits discrimination and harassment of any type and affords equal opportunity to employees and applicants without regard to race, color, religion, sex, national origin, age, pregnancy, disability, genetic information, or any other protected class.

## Disclaimer - Other Duties

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time, with or without notice.

## Signatures

**Community Services Director:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

(Employee signature above constitutes employee's understanding of requirements, essential functions, and duties of this position)