



POSITION TITLE: Clinical Coordinator of Home Care Service

DATE: October 2022

SALARY RANGE: as set by Letter of Employment

IMMEDIATE SUPERVISOR:
Home Care Manager

THIS IS A: Exempt Non-Exempt
 Full-Time Part-Time

Hourly Salaried

GENERAL FUNCTION: The Clinical Coordinator is responsible for the overall management of assigned clients and direct supervision of Personal Assistants and Nurses to meet compliance guideline/standards and policies.

SUPERVISORY RESPONSIBILITY: The Coordinator will supervise and monitor daily activities of Personal Assistants & Nurses providing services to assigned clients. The Clinical Coordinator will meet with each Personal Assistant & Nurse at least quarterly to discuss concerns, follow up on requests, and review documentation quality. Any improper activities and/or lack of documentation by the Personal Assistants & Nurses will be reported to the Manager of Home Care Services, and will require more intense supervision and follow-up by the Clinical Coordinator. The Clinical Coordinator will complete performance evaluations for their staff annually to assess past performance and establish new professional development goals.

DUTIES AND RESPONSIBILITIES:

1. Establishes a schedule in Track Records, Sandata, Clear Care and Therap for all clients in advance or hours worked.
2. Ensures staffing is secured for all individuals served. Requests job postings for staff openings ASAP.
3. Reports any improper activities and/or lack of documentation by the Personal Assistants and Nurses to the Manager.
4. Completes a Performance Evaluation for each employee annually.
5. Meets monthly with the service recipient and service recipient representative to discuss concerns, collect feedback, and review outcomes. Monitors activity of Personal Assistants and provides training and supervision to enhance the care provided to the service recipients.
6. Obtains the Satisfaction Survey, Authorization to Release of Information, HIPPA, and Client Rights & Responsibilities from the service recipient or their representative annually.
7. Completes the Home and Vehicle Safety Checklist quarterly.
8. Makes the MCOs and/or ISCs aware of any needs, concerns or changes in the enrollees' health or daily living needs.
9. Documents contacts with Families, Staff and ISCs.
10. Completes Incident Management Coordination duties and reports incidents to the appropriate funding sources as required by State Policy.

11. Exercises financial responsibility when creating staff schedules. Does not schedule overtime without management approval.
12. Participants in the rotation of on-call responsibilities.
13. Other duties as may be assigned.

KNOWLEDGE AND REQUIRED TRAINING:

Three years of experience preferred.
 Supervisory experience preferred.
 Valid Drivers license and car insurance.
 Clear background of felonies and abuse offenses and drug screen.
 Ability to communicate and interact in a positive manner.
 Ability to prioritize and schedule time efficiently to complete assigned tasks within allotted time frames.
 Knowledgeable of DIDDS and ECF Choices guidelines.
 Must be able to tolerate bodily fluids and solids.
 Keep current with the governmental requirements of the programs for which they are responsible (DIDD, CHOICES, etc.). Be aware of the Individual Rights and Responsibility Act.
 Ability to informally resolve conflicts or grievances for families and clients, and be knowledgeable about how to handle a formal complaint.
 The Clinical Coordinator should successfully complete and stay current with all required DIDD train-the-trainer modules in order to be the Center’s certified trainer.
 Must demonstrate the ability to work effectively in a setting with individuals who experience cognitive, physical, emotional, mental, developmental delays and/or emotional disabilities.

PERSONAL RELATIONSHIPS: The person occupying this position will be required to establish and maintain effective relationships with a wide variety of professional colleagues both internal and external to the STAR Center. This person must have an empathetic understanding of the client population and be able to relate to them with compassion and in a positive and supportive fashion. This individual should be a team builder and should reinforce the positive aspects of developing and maintaining a good working/professional relationship with staff, clients, and families. The Clinical Coordinator should always act in the best interest of The STAR Center programs, employees, and clients.

PHYSICAL DEMANDS: Physical requirements:

Lift, carry, push or pull and maneuver up to 40 pounds.
 Must be able to bend, stoop, and squat while supporting individuals.
 Stand for long period during a shift.
 Grip, grasp or twist using hands and wrist at times during shift.

Must be able to physically remove client from a dangerous environment in the event of an emergency.

Staff Signature: _____ Date: _____

Printed Name: _____