**Position Title**  Support Coordinator-I  
**Status**  Full-time, Non-Exempt  
**Location**  Cape Girardeau, Missouri  
**Apply online at:**  https://www.ccsomo.org/employment/

**Position Summary**  
The Support Coordinator-I will manage a caseload of moderate size and complexity involving a wide range of disability areas. This is an entry-level professional case manager position in a comprehensive purchase-of-service and community placement program for persons with developmental disabilities including intellectual disabilities. Applicant must have a basic understanding of case management and case planning. Applicant must be able to work in a fast-paced social service, faith-based environment with diverse populations.

**Duties and Responsibilities**  
Duties will include but not be limited to:

- Commitment to Mission, Vision, and Values of CCSOMO.
- Manage a caseload of moderate size and complexity normally involving a wide range of disabilities in a designated county area.
- Interview clients, their families, and other responsible individuals; collects basic data and obtains appropriate additional information from other agencies; participates in inter-disciplinary teams to review each case.
- Document daily activities in daily case notes. Complete assessments, and other documentation concerning the client's case.
- Develop, in cooperation with other staff, a Person Centered Plan (individual support plan) for each client.
- Attend inter-disciplinary team meetings to discuss client cases in relation to funding eligibility, support plans, progress, and possible changes in the service program.
- Prepare purchase-of-service authorizations and arranges for clients to access services.
- Monthly or quarterly monitor services to ensure that the terms of the authorization are being fulfilled by the vendor, to review quality of services, and to review client satisfaction and progress with services.
- Contact families at least quarterly to review progress and appropriateness of service.
- Attend staff meetings concerning new or revised policies and procedures.
- Visit provider service agencies, attend meetings, and confer with other Support Coordinators and Case Managers to become informed concerning provider resources for persons with intellectual disabilities/developmental disabilities.
- Review literature and confer with other Support Coordinators concerning theories and practices in the fields of social work, psychology, special education, and health care for persons with intellectual disabilities/developmental disabilities.
- Conduct client assessments involving the use of specialized knowledge and applications approved by the Department of Mental Health, Division of Developmental Disabilities.
- Prepare and maintain accurate expenditure records.
• Receive close supervision from the Support Coordinator Supervisor.
• Perform other related work as assigned.

Minimum Qualifications

Education, Licensure and Certifications
1. A Registered Nurse licensed; or
2. A Bachelor’s degree from an accredited college or university

Per the Missouri State Department of Mental Health, Division of Developmental Disabilities, to be qualified as support coordinators (case managers) for targeted case management services, staff must meet at least the minimum experience and training qualifications for the position of Case Manager I with the Division of DD. These qualifications are the same as the minimum required for a Qualified Developmental Disabilities Professional (QDDP).

Experience
Preferred experience working with those who have developmental disabilities.

Skills, Knowledge and Abilities
• Must have experience and willingness to work in a fast-paced social service, faith-based environment.
• Ability to evaluate the progress of clients and the quality of their service programs.
• Ability to work with people of economically and culturally diverse backgrounds.
• Strong customer/client etiquette.
• Excellent verbal and written communication skills, including telephone and email communication.
• Knowledgeable in basic math skills including addition, subtracting, multiplication, and division.
• Must be able to read and comprehend agency and office policies and procedures.
• Proficient in Microsoft Office software, specifically Word and Excel, Google Drive, and electronic file and document management. Adept in the use of office equipment, including copier, fax, scanner, etc.
• Strong time management skills and ability to prioritize workload and meet timelines.
• Ability to work collaboratively with others, and individually.
• Strong and consistent attention to detail.
• Availability, dependability, and willingness to be flexible.
• Knowledge of or willingness to learn Catholic Social Teaching. Adherence to Catholic Social Teaching in providing service coordination to clients and their families.
• Knowledge of case management methods principals and techniques.
• Knowledge of various developmental disabilities.
• Introductory knowledge of interviewing methods, principals and techniques.
• Strong written and spoken language skills.
• Ability to work collaboratively with others.
• Strong and consistent attention to detail.
• Sound judgement and professional decisiveness.
**Special Working Conditions**

- Must be able and willing to travel to meet clients as needed.
- This position may require extended periods of standing, sitting, as well as some repetitive movements, bending and repetitive lifting of 10-25 pounds of weight.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the key components and primary responsibilities.
- This position requires a valid driver’s license, a reliable vehicle, and proof of insurance.

**Wages and Benefits**

Wages are competitive, based on qualifications and experience. Benefits include a full range of health insurance (medical, dental, vision, and prescription), pension plan contributions, vacations, and other benefits as detailed in the Catholic Charities of Southern Missouri Employee Handbook.

**Performance Quality Improvement (PQI)**

**PQI Philosophy**

The Performance Quality Improvement (PQI) program of Catholic Charities of Southern Missouri (CCSOMO) promotes excellence and continuous improvement in all functions of client care, support services and the organization. PQI is embedded in all aspects of CCSOMO’s daily work and in its strategic, long-term development. Staff in all areas of the Agency are empowered to play an active role in improving program/client outcomes and overall organizational performance. The PQI process is designed to be inclusive and transparent. The combined elements of the PQI program enable the Agency to make effective and timely use of collected data and to take corrective action and/or develop and implement programs in order to reach the highest standards attainable.

Apply online at:  https://www.ccsomo.org/employment/
Upon completion of online application, you will receive an email with pre-screen questions for this position.