

**JOB TITLE: Supports Coordinator Manager**

**LEVEL 17M EXEMPT**

**JOB SUMMARY:** The Supports Coordinator Manager serves as a trainer, supervisor, mentor, and advocate for a team of Supports Coordinators providing supports to individuals with developmental disabilities. The essential function of the position is to facilitate the effective and efficient planning and implementation of the principles of Person-Centered Planning and Self-Determination, the Michigan Mental Health Code, Detroit Wayne Integrated Health Network (DWIHN) and Department of Health and Human Services (DHHS) requirements, Self-Directed Services Technical Advisory, CLS guiding principles, code of ethics and professional code of ethics.

**REPORTING RELATIONSHIP: Reports to the Supports Coordination Director**

**SUMMARY OF ESSENTIAL DUTIES AND RESPONSIBILITIES:** Meets with each Supports Coordinator at least monthly and utilizes Power BI and other data reports to monitor and evaluate ongoing performance of Supports Coordinators and service delivery; Assures the timely completion and submission of Individual Plans of Service, Progress Notes, and other job specific documentation. Utilizes database tracking systems to monitor and assure timeliness; Reviews Individual Plans of Service and Biopsychosocial Assessments developed by Supports Coordinators under their supervision and provides training and guidance to Supports Coordinators in the development and implementation of Individual Plans of Service and assessments; Trains Supports Coordinators to assist individuals with building circles of friends and provides training and guidance to Supports Coordinator in developing circle building skills; Trains and mentors Supports Coordinator in development of best practice guidelines and methods of identification and targeting of actions which lead to the fulfillment of dreams; Trains and mentors Supports Coordinator in the development and implementation of an individualized budget for individuals who choose to self-direct their services; Assists Supports Coordinators to identify and utilize entitlements for the people they support; Trains and mentors Supports Coordinators in developing meeting facilitation and negotiation skills; Participates in the Supports Coordinator Manager Leadership Meetings and Operations Meetings; Participates in the Living Lifestyles Committee meetings; Participates in Agency Committees and planning groups specific to systems development; Completes all mandatory management training courses and participates in all other recommended training courses as approved by supervisor and required by agency; Completes the required QIDP and core training each year and also completes additional training as contractually required by DWIHN, as applicable. If CMHP credentialed, completes the required number of child-specific professional skill development training; Works collaboratively with other traditional support systems to develop new methods of service delivery; Participates in the interview process for Supports Coordinators. Trains and mentors new staff regarding job expectations; Schedules and facilitates, at least, monthly staff meetings. Conducts field visits and meetings with Supports Coordinators to evaluate performance, provide support/assistance with any unique or precedent setting situations and to assess the individual's satisfaction with services received; Conducts training regarding agency expectations with Supports Coordinators; Provides leadership and direction to CLS staff, reinforcing organizational principles and setting the tone and expectation for quality service delivery; Meets with administrative level staff to ensure effective means of continuing quality services and addressing specific problem areas. Participates in the development and implementation of policies and procedures; Performs Clinical Case Record Reviews and follows up on any Plans of Correction as applicable; Meets performance requirements related to job duties and service delivery. Completes required documentation in a quality and timely manner consistent with requirements of CLS agency and external funding sources; Monitors requirements for ABA services inclusive of monthly continuity of care progress notes; When supervising staff that support children enrolled in the Children's Waiver Program, monitors program requirements in Waiver Support Application (WSA) database as well as applicable reports and ensures that required documentation is submitted to WSA within the required time frame; Uses computer and database programs to complete all reports and documentation. Completes required reports and summaries of services per funding source mandates; Monitors service provision by making periodic field visits to residential, vocational, and community-based locations; Enforces agency expectations and addressed performance issues; Maintains

**EDUCATION AND EXPERIENCE:** Minimum of a Masters Degree in Human Services arena, and current, valid State of Michigan Limited Licensed Master's Social Worker (i.e., LLMSW) and Qualified Intellectual Disabilities Professional (QIDP) credentials. Master's degree in Social Work and full LMSW licensure preferred. If supporting children, must minimally meet licensure requirements for credentialing as QIDP and Child Mental Health Professional (CMHP). As required by Michigan's Public Health Code (MPHC), limited licensees must be supervised by a Licensed Master's Social Worker (LMSW). The MPHC also states that a limited social work license is renewable for not more than six years. Consistent with the MPHC, limited licensees must obtain full social work licensure prior to the end of the period of their sixth annual renewal. Minimum of three years experience in case management focused work in the social work field. At least one year experience working with people intellectual/developmental disabilities. QIDP credentialing is required. Previous supervisory experience preferred. If no previous, targeted experience as a Supports Coordinator Manager, must minimally complete three-month orientation and training as a *Supports Coordinator Manager in Training*.

**SPECIAL KNOWLEDGE/SKILLS:** Ability to communicate effectively and establish positive professional relationships; Negotiation and meeting facilitation skills required; Computer skills required, including word processing, spreadsheets, flowcharts, and use of internal and external e-mail. Knowledge of Power BI, ARROW, MH-WIN and Microsoft systems; Demonstrated experience in applying the principles of



**OPPORTUNITY**

Person-Centered Planning and Self-Determination to a traditional case management mode; Demonstrated experience with committee tasks and systems development preferred.

**PHYSICAL DEMANDS:** Physical tasks are minimal. The Supports Coordinator Manager position involves both office and field work. Adjusted hours and extensive scheduled and nonscheduled travel are required in executing the duties and responsibilities of this position.

**TRAVEL REQUIREMENT:** Extensive scheduled and non-scheduled travel is required in executing duties and responsibilities of this position. Employees must provide their own transportation. Maintenance of a valid driver's license, an acceptable driving record, and vehicle insurance in compliance with State of Michigan requirements are all continuing conditions of employment. If driving a vehicle other than the one listed on file with the Human Resources Department, employee is responsible for ensuring that the vehicle is registered, insured, and meets all other State of Michigan motor vehicle requirements and providing documentation as requested. CLS policy restricts the use of an alternate driver without the express, prior written authorization of the Human Resources Director. A review of such request will be based on evaluation of HIPAA compliance issues, work restrictions and other relevant factors.

**TRAINING:** On the job training will be coordinated and/or provided by the Supports Coordination Director.

CLS, Inc. is an equal opportunity employer. All administrative, management and supervisory personnel are directed to support and cooperate with the EEO program and other equal employment opportunity efforts. Performance will be evaluated in this regard.

**SUBMIT RESUMES TO:**

**Community Living Services, Inc.  
Human Resources Department  
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Wayne, MI 48184  
FAX: (734) 467-7636  
EMAIL: [rwroblewski@comlivserv.com](mailto:rwroblewski@comlivserv.com)**

**CLOSING DATE: Thursday, February 24, 2022**