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**KENNETH YOUNG CENTER
HUMAN RESOURCES**

POSITION DESCRIPTION & POSTING

CARE COORDINATION TEAM LEAD

Job Scope: Provide clinical and administrative oversight to a team of care coordinators providing comprehensive assessment and holistic care coordination to community members that promotes independence and quality of life for older adults. Team Lead will be an active team member, carrying a 50% caseload, providing assessment and care coordination and supervising team member assignments and activities.

Essential Functions: The work environment characteristics, responsibilities, and competencies described here are representative of those an employee encounters and is required to perform while meeting the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I. Program Responsibilities:

- A. Coordinate activities of full and part-time care coordinators in the delivery of Care Management services.
- B. Monitor achievement toward various goals and objectives established by agency leadership and/or funders.
- C. Provide individual/group supervision to team members and performance evaluations for full and part-time supervisees.
- D. Works closely and assist the Manager of Care Coordination in identifying training and development needs of team members and provide and participate in development of team training activities.
- E. Ensure that all assessment and care coordination activities performed by the supervisees are compliant with agency standards, policies and procedures.
- F. Ensure that all supervisees maintain Illinois Department on Aging (IDOA) records and documentation, act as liaison between older adults and providers
- G. Represent the agency at community events requiring presentations and/or outreach

II. Clinical Responsibilities:

- A. Manage and maintain case load independently.
- B. Maintain Illinois Department on Aging (IDOA) records and documentation, act as liaison between older adults and providers
- C. Provide assessment, care plan development and implementation, coordinates services, and provides on going case monitoring of community based services to a caseload of clients.
- D. Submit billing and reports to Coordinator Grants and Compliance for all care management activity
- E. Provide care planning and service implementation
- F. Assist at-risk clients problem solve in both crisis and non-crisis situations

- G. Function as a liaison between the consulting physicians, social services staff, clients and their families on appropriate services when necessary
- H. Function as a liaison between the consulting geriatric psychiatrist and clients requiring psychiatric services, consults with the psychiatrist regarding issues of ongoing client care when appropriate
- I. Complete and submit, in a timely and accurate fashion, clinical and programmatic documentation and reports as required by AgeOptions, IDOA and the Center's policies and procedures.
 - 1. Participate in supervision; seek individual consultation with supervisor when needed.
 - 2. Monitor team staffing needs, assist with hiring and orientation of new staff.
 - 3. Participate in orientations, all staff meetings and training/ development seminars.
 - 4. Interpret and communicate, at the service delivery level, Center policies and procedures.

III. Administrative Responsibilities:

- A. Represent KYC as a participant in funder and provider networks, committees, and planning groups in the community.
- B. Monitor supervisee's performance and progress toward both individual and team goals, ensure that productivity expectations are met.
- C. Actively participate with manager and other senior coordinators in program planning, service coordination, and practice development.
- D. Submit, in a timely and accurate fashion, schedules, timesheets, mileage and other reports required by the Center's policies and procedures for Team.
- E. Monitor time worked for all supervisees and complete payroll documentation as required.
- F. Complete evaluations for all supervisees.

IV. General Competencies

- A. Promote positive image of KYC with all contacts (customers)
- B. Exhibit high quality work
- C. Be a productive member of the staff
- D. Demonstrate cooperation
- E. Take the initiative to act on own
- F. Use excellent judgment
- G. Communicate clearly
- H. Make use of supervision
- I. Contribute to development of a culture of care

V. Core Competencies

- A. Complete comprehensive assessments and care planning coordination
- B. Provision of Care and Transition Services

VI. Special Competencies

- A. Demonstrate comprehensive knowledge of geriatric and disability issues and the community services, resources and benefits available to address these issues
- B. Demonstrate knowledge of documentation standards and capacity to meet documentation expectations
- C. Demonstrate the ability to liaison with local and funder networks and partnerships serving geriatric populations

- D. Act as a resource/consultant to co-workers on managed care issues

VII. Travel

- A. While performing the duties of this position, the employee travels by automobile and is exposed to changing road and weather conditions.
- B. While conducting external KYC business or traveling between sites, the employee may be exposed to fumes or airborne particles as well as changing weather and road conditions.
- C. Will be required to drive daily for meetings and/or visits to residential facilities. Will work in varied residential environments based on assigned caseload.

VIII. Work Environment

- A. While performing the duties of this job, the employee regularly works in an office setting and routinely uses standard office equipment.
- B. Significant time will be spent in the community (up to 65%), driving to and from client homes and providing case management in the home
- C. In the field, employee may be exposed to varying home conditions

IX. Physical Demands

- A. 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.
- B. While performing the duties of this job, the employee is regularly required to use hands and fingers to handle, feel or operate objects, tools or controls, and to reach with hands and arms. The employee is frequently required to stand, talk and hear.
- C. The employee is regularly required to drive in the community and must be able to use their faculties to drive safely and in compliance with Illinois laws

X. Education/ Experiences

- A. Master degree from an accredited college or university in social work, gerontology, psychology or other related discipline preferred.
- B. Minimum of five years of experience demonstrating the ability to provide case advocacy, case coordination and care services in a community based senior/geriatric program setting
- C. Prefer two years of experience demonstrating the ability to provide staff supervision and administrative management
- D. Complete/maintain IDOA's CCP Certification

XI. Chain of Authority

Reports to Manager of Care Coordination

XII. Schedule/Timekeeping

- A. Exempt, Full-Time, 37.5 hour work week
- B. Time Keeping – Accurately record hours worked in the electronic timekeeping system (on a daily basis when possible) in accordance with the timekeeping policy and practice.

Kenneth Young Center is an Equal Opportunity Employer