

**LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, INC.  
JOB DESCRIPTION**

**DATE ESTABLISHED: 7/18/2018  
DATE AMENDED: 12/12/2019**

**TITLE OF POSITION:** Care Coordinator

**POSITION NUMBER:** 21-09

**PROGRAM:** Bay Co

**COMPONENT:** Recovery Team

**MINIMUM TRAINING, CREDENTIALS AND EXPERIENCE REQUIRED:** Bachelor's degree in a behavioral science is required and one year of applicable experience preferred. Skills and competence to establish supportive trusting relationships with persons with severe and persistent mental illnesses and respect for client rights and personal preferences in treatment are essential. Must have a valid Florida driver's license and meet all Center requirements for vehicle operations and transportation of clients in Center and non-Center vehicles.

Completion of Cardiopulmonary Resuscitation and Basic First Aid training (within six months of hiring). Completion of four hours of HIV/AIDS education (within 30 days of hiring) and two hours of HIV/AIDS information (biannually).

Participate in and complete the WRAP Around service model training.

Compliance with minimum standards for screening of mental health personnel as contained in F.S. 394.4572.

Life Management Center relies heavily on technology to run its business; therefore, all employees are required to have basic computer skills. These basic skills will include knowledge of creating folders, saving and retrieving files, e-mail (Outlook), MS Office (Word and Excel), using web browsers such as Internet Explorer and/or Mozilla Firefox, along with operating a keyboard, mouse, and printer.

Life Management Center maintains and enforces a drug-free workplace policy. Applicants are required to be drug tested prior to employment. Under certain circumstances, employees may also be required to submit to drug and/or alcohol testing. Information on the Drug-Free Workplace Policy is contained in the employee Handbook and set forth in the Drug-Free Workplace Policy, available through the Human Resources Department and the organization's website at [www.lmccares.org](http://www.lmccares.org)

**SUPERVISOR:** Recovery Team supervisor

**POSITIONS SUPERVISED:** None

**SALARY MINIMUM:** \$30,000

**WAGE AND HOUR STATUS:** Non-Exempt XX

## **DESCRIPTION OF DUTIES AND RESPONSIBILITIES: <sup>1</sup>**

**ESSENTIAL FUNCTIONS:** (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

1. Serve as single point of accountability for the coordination of an individual's care with all involved parties (i.e., criminal or juvenile justice, child welfare, primary care, behavioral health care, housing, etc.)
2. Identify or assist with identification of persons meeting population guidelines for Care Coordination according to Guidance Document 4 (Section C-1.s.s Section 394.9082. F. S). (LMC Policy 4073). These are high risk populations; those who have had frequent or long stays in behavioral health in patient units and those determined by the Managing Entity or Department of Children and Families to be high risk utilizers of the system of care
3. Coordinate services, supports, and cross system collaboration to ensure the individual's needs are met holistically. Use of Wrap Around service model.
4. Engage persons served in their natural environments, seeking out and encouraging participation from the individual's network of interpersonal and community relationships.
5. Develop a care plan reflecting activities and interventions that draw on sources of natural support following the format approved by the Managing Entity and Department of Children and Families.
6. Use of a standardized assessment to determine level of care to provide a common language across providers to assist in determining service needs following the format approved by the Managing Entity and Department of Children and Families.
7. Involve family and others in the decision making based on the individualized strength based plan of care. Use of the individual's perspective and strengths, using options and choices reflective of the individual's values and preferences.
8. Provide community based services and supports in the most inclusive, most responsive, most accessible and least restrictive setting possible to promote integration into home and community life.
9. Obtain release of information, consents and data sharing agreements as allowed by federal and state laws to allow for sharing of information among Network Service Providers, natural supports and system partners involved in the individual's care.
10. Provide effective transitions with individuals using "warm hand-offs". Provide face-to-face contact with individuals.
11. Identify providers for the transfer of persons served. Obtain releases of information to be able to communicate effectively with others involved in care during potential transfers.
12. Use of cultural and linguistically competent skills to insure respect for and build on the values, preferences, beliefs, culture and identity of the individual served and their community.

---

<sup>1</sup> Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.

13. Use of outcome based Care Coordination to ensure goals and strategies of the care plan are tied to observable or measurable indicators of success, monitor progress in terms of these indicators and revise the care plan accordingly.
14. Participate in staffings regarding the identified population and participate in the process to transfer persons between needed services both in-patient and out-patient.
15. Ensure communication, introductions and warm hand-offs between other service providers.
16. Assist with Circuit Transfer forms and continued care for the individual.
17. Transfer to a new service provider when needed providing introduction to the new provider, facilitation of medical record transfer and coordinating with the new service provider for the physical transfer and confirmation of actual service deliver to assure client satisfaction and engagement.
18. Regularly attend organizational staff meetings to assess client status and progress, to coordinate treatment activities, and to develop treatment solutions to problems other staffs are having.
19. Document progress of individuals to maintain a permanent record of client activity according to established methods and procedures. This includes admission and discharge from the Care Coordination Program.
20. Maintain updated census of individuals receiving care coordination services and interventions provided within the program.
21. Participate in and complete SSI/SSDI Outreach Access and Recovery (SOAR) through the Substance Abuse and Mental Health Services Administration (SAMHSA) within six months of employment.
22. Participate in and complete the Case Management Certification training provided by LMC. Obtain Provisional Certification through the Florida Certification Board within six months of employment.
23. Participate in and complete the WRAP Around service model training.

**OTHER ESSENTIAL FUNCTIONS:**

1. Travel required between multiple service sites, to the homes, jails, shelters, inpatient hospitals, court, residences of persons served, and other community locations and within the six county region.
2. Perform away-from-Center intervention activities.
3. When no other alternatives are available, transport individuals in personal or Center vehicles.
4. Maintain a productivity standard equivalent to a Case Manager 1 level.

**Physical & Other Requirements:**

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
x Sitting	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
x Driving vehicles	<input type="checkbox"/> Minimal	Moderate	<input checked="" type="checkbox"/> Frequent
Lifting and/or Carrying	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Bending and/or Stooping	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
Other (lift above waist/reaching etc., please explain)	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

Speaking:  Yes  No  
Hearing:  Yes  No  
Reading Comprehension:  Yes  No  
Repetitive motion with hands, wrists, arms (e.g keyboard, typing, handwriting, etc.)  Yes  No

Ability to lift and carry up to **20** pounds.

Ability to handle stressful situations:  Minimal  Moderate  Frequent

	Infrequent	Occasional	Frequent	N/A*
Travel Same Day	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (Non-Exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

\* Not Anticipated

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. ADA Accommodations will be reviewed for persons with disabilities. We reserve the right to assess undue hardship that results from the provided accommodation and may need to rescind such reasonable accommodation if undue hardship results.

Copy received by:

\_\_\_\_\_  
Employee

Date: \_\_\_\_\_

\_\_\_\_\_  
Supervisor

Date: \_\_\_\_\_

