



FAMILY HOME PROVIDER
SUPPORT COORDINATOR
Job Description

POSITION SUMMARY:

The Family Home Provider Support Coordinator is responsible for provides direct supervision to the FHP's and their clients to monitor for health, safety, welfare, and ongoing compliance. The FHP Support Coordinator will build support relationships with FHP providers and clients, as well as team members, and provide technical assistance for support throughout the month. The FHP Support Coordinator is accountable to the FHP Program Manager.

QUALIFICATIONS:

- ❑ At least 21 years of age
- ❑ Degree in a related field and/or 2 years' related experience with adults who have intellectual disabilities in a community setting
- ❑ A good working knowledge of computers and Microsoft Office products required
- ❑ Must be able to work independently, take initiative and be self-motivated
- ❑ Previous experience with persons who have intellectual disabilities and an interest in working with people in a community setting
- ❑ Valid driver's license required

EMPLOYMENT EXPECTATIONS:

- ❑ Dependability and flexibility
- ❑ Commitment to adapting to changing environments and crisis situations
- ❑ Appropriate use of supervision and consultation
- ❑ Maintain clear and accurate records monthly
- ❑ Cooperates and supports all community members
- ❑ Compliance with personnel policies
- ❑ Monitor and advocate for the rights and welfare of residents
- ❑ Demonstrates respect for others and openness to the insight of others
- ❑ Willingness to learn
- ❑ Attendance at community meetings and trainings
- ❑ Commitment to building community and modeling the mission of Day Spring
- ❑ Assist and cooperate with the family members and other community members
- ❑ Operate the residences and provide services in accordance with established Day Spring policies, KY licensure, HUD guidelines, and best practices



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RESPONSIBILITIES:

- ❑ Oversee a safe, clean and comfortable living situation to promote all health, safety, and welfare standards
- ❑ Recruits, interviews, and trains new Family Home Providers
- ❑ Provides supervision to ensure FHP's are meeting quality and compliance standards
- ❑ Coordinates quarterly meetings with FHP's
- ❑ Monitor work and day program experiences
- ❑ Review monthly paperwork to maintain accurate agency, medical and house binders for consistency and accuracy
- ❑ Conduct planned and unplanned visits to achieve best monitoring practices
- ❑ Visit each FHP and check on client a minimum of one time per month
- ❑ Attend and participate in resident Plan of Care meetings
- ❑ Provides leadership and oversight for resident events
- ❑ Organizes and leads Resident/fhp and Family meetings
- ❑ Participate in the rotation, timely reporting and review of the Day Spring help line
- ❑ Input medication changes into HRST system for case load
- ❑ Verify compliance with Medicaid waivers (monthly summaries, incident reports, etc.)
- ❑ Manages "first line" grievances
- ❑ Coordinate with HR the implementation of training programs
- ❑ Report to the FHP Program Manager
- ❑ Other duties as assigned

PHYSICAL DEMANDS OF THE SUPPORT COORDINATOR:

1. Be healthy and physically fit including the physical requirements of lifting individuals, standing for long periods, crouching, twisting/turning, weight bearing, swimming, walking and other physical activities as required.
2. Be able to lift up to 50 pounds.
3. Exhibit abilities to see, hear and speak to individuals under their care.
4. Must possess a valid driver's license to operate and drive a vehicle.

WORK ENVIRONMENT FOR THE SUPPORT COORDINATOR JOB.

Work is normally performed in an office, residential home, and requires local travel. Mileage is reimbursed for work related travel.

The employee is occasionally exposed to moving mechanical parts and vehicles; the noise level in the work environment is usually quiet to moderate. Reasonable



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accommodations may be made to enable people with disabilities to perform the essential functions of the Support Coordinator job.

Typical work duties can vary depending upon needs of the agency. The FHP Support Coordinator may engage in duties related to daily care of the resident including administering medication, updating records, providing emotional support, and resident education.

It typically may require longer work days and varied schedules, or have on call duty. They may have to work nights, weekends or even over the holidays.

Additionally, Support Coordinators will need to protect themselves from possible work-related hazards, during the course of resident care, since they may be exposed to infectious diseases, body fluids, radiation, chemicals, etc.

I have read this job description, understand it, and am able to perform the essential functions and meet the job requirements of the position. In addition, I have had the opportunity to discuss the job description with my supervisor.

Printed Employee Name: _____ Date: _____

Employee Signature: _____ Date: _____

Human Resources: _____ Date: _____