Job Title: Community Support Coordinator
Status: Full-time
Exempt
Date: November 2021
How to Apply: submit a pre-application at http://www.wtfs.org/employment-opportunities

Job Summary:
The Community Support Coordinator works under the supervision of the Program Director. The Community Support Coordinator provides overall leadership to the residential department, which includes community homes in which individuals supported by WTFS live and the staff related to those programs. The Community Support Coordinator is responsible for maintaining program compliance with all funding sources and agency requirements. The Community Support Coordinator is responsible for adhering to all regulatory requirements, such as but not limited to WTFS Policy and Procedures, DIIDD Provider Manual, Licensure, etc. The Community Support Coordinator has a responsibility to maintain cooperative relations with external parties, maintain quality service delivery and an exceptional work force. The Community Support Coordinator is held to a high standard of conduct and professionalism and must represent the agency with the highest level of integrity and positive image.

Job Requirements:
• Must be willing and able to be trained on all individuals in every home operated by WTFS
• Must be willing and able to work shifts (days, nights, weekends) in every home operated by WTFS
• Must be willing and able to follow all therapy plans, BSP’s, ISPs, Medical treatments, any and all Plans of Care related to every individual served by WTFS
• Must be able to be a Train the Trainer on any and all plans related to every individual as warranted
• Must be willing and able to work extended hours on any given day of the week, including weekends, as needed
• Must be willing and able to work with coworkers cohesively and alternate assigned homes on a routine, rotating basis
• Must be willing and able to follow documented home visit form and turn it in completed in a timely manner for review and discussion
• Must be committed to creating and supporting a professional workforce; a quality program and life for each individual served; and promoting overall success for the agency

Essential Job Functions:
• Assure that each home is meeting with all staff on a regular basis but no less than every 3 months to discuss issues related to overall management of assigned homes, including but not limited to safety from harm, home maintenance, individual support plans, community integration, mealtimes, and documentation.
• Consistently implement supervisory tools and methods to assure that each assigned home and assigned staff to that home are managed according to WTFS policies and procedures
• Adopt & deliver a coaching, mentor, supportive approach to managing staff and day to day operations within the homes
• Ensure that all medical appts and follow up are met as scheduled; all necessary paperwork is turned into nursing department timely
• Ensure that all Therapy plans are being followed, staff are properly and adequately trained, all equipment is in good, working order at all times
• Be able to be a Train the Trainer on any and all plans related to each individual
• Ensure that all ISP outcomes are being met per the timeframe designated
• Ensure that all community outings are appropriate, person centered, and adequately documented
• Ensure that all required and assigned documentation is completed timely (daily per shift) and accurately, to include but not limited to Daily notes, sleep data, MARs, tracking forms, driving log, etc
• Complete Executive Summary for each home with accuracy and thoroughness
• Responsible for reviewing, collecting and turning all end of the month paperwork into the office per the designated timeline
• Monitor implementation of the outcomes of each individual’s support plan through monthly review of documentation;
• Ensure that all home documentation is being completed according to any individual plan of care, agency policy, state and federal requirements;
• Responsible for addressing acute issues on a daily basis, such as but not limited to transportation for appointments, community outings; management of transportation, vehicle issues; management of maintenance issues, etc
• Monitor and maintain all aspects of quality assurance for assigned homes and staff as well as the assigned vehicle/s; conduct an audit of each home on a monthly basis, using appropriate QA tool for internal assessment; ensure all follow up & corrective action is taken as necessary
• Responsible for ensuring follow up to incidents, med variances, investigations occurred as needed
• Ensure that three unannounced supervisory visits are made to each assigned home and there is supporting documentation of the visit findings
• Ensure that all fire and tornado drills are completed timely and documented each month for each home
• Ensure that staff attend training/s as needed within the agency and through external entities in order for the agency to stay in compliance
• Ensure that all homes are appropriately staffed and staying within budgeted staffing hours, based upon the individuals needs per ISP and other plans of care
• Attend any and all meetings related to assigned caseload;
• Responds to calls, emails, texts, all forms of communication in a timely manner
• Serve as primary liaison between funding programs and various outside constituencies;
• Maintain regular communication with family members and other stakeholders;
• Encourage high productivity, commitment and cooperation by sharing information through honest, clear and timely communication; prompt follow up is critical
• Explore ways to motivate, educate and reward staff;
• Provide effective supervision to Family Teachers and oversight of Family Teacher’s managing Teaching Counselors by establishing clear job expectations, monitoring work performance and
providing feedback to the employee on a regular basis by using a modeling, coaching approach

- Ensure proper corrective action is taken when staff’s performance issues are interfering with the overall operation of the home and/or agency; work in conjunction with Human Resources
- Maintain regular, on-site supervision of assigned homes
- Monitor overtime for each home and staff; do corrective action as warranted

**Additional Duties:**
- Participate in management team meetings, incident management meetings, Program Review Meetings and other special project/committee meetings;
- Participate in the Administrator on Duty rotation system;
- Serve as a member of the training team for pre-service training curriculum as needed
- Participate in public speaking venues to promote WTFS and to recruit residential staff as assigned
- Mentor, coach, train new Family Teachers and/or Teaching Counselors as needed
- Other duties as assigned by the Executive Director or designee

**Qualifications:**
- Bachelor’s Degree psychology, special education or related field with two years of experience in the MR Field or comparable program preferred.
- Five (5) years’ experience in a position of similar scope in lieu of degree.
- Excellent interpersonal skills with ability to observe, question, listen and give feedback in a consultative approach.
- Excellent problem solving and decision making skills, both within a group and as an individual.
- Ability to deal effectively with conflict while maintaining objectivity, diplomacy and tact.
- Excellent organizational, verbal, written and computer skills.
- Ability to work well independently with strong skills in time management, delegation, follow-up, organization and handling several tasks simultaneously.
- Flexibility in assigned working hours.
- A high energy level, adaptability, assertiveness, patience and ability to work in a team environment.
- Operation of a motor vehicle is required which includes proof of a valid driver’s license, an ability to maintain automobile liability insurance as required by state law in Tennessee and an ability to qualify as a driver under WTFS insurance guidelines.
- Ability to sit, bend, stoop, reach, stand for long periods of time, and lift up to 50lbs as well work on a computer, staring at the computer screen for extended periods

**Work Environment/Physical Demands:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee will be expected to sit at a computer and/or in a meeting room for long periods of time; stand or move about for extended periods of time; bend, reach, stoop, lift as needed; communicate via phone, text, email; tolerate moderate noise level; tolerate a fast paced, stressful environment due to the population we serve and workforce challenges.
Pay: $38,000/yr

Benefits:

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Vision insurance

Schedule:

- Monday to Friday
- On call rotation, nights, weekends, and holidays