



2941 S. Gulley, Dearborn, MI 48124

Our mission is to support individuals in the pursuit of their chosen goals and the achievement of personal satisfaction in their lives.

MANAGER OF SUPPORTS COORDINATION

QUALIFICATIONS:

Education: Master's Degree in Social Work, Psychology or Counseling from an accredited college or University.

Experience: Three (3) years of professional experience in human service associated with mental health, developmental and other disability services / supports.

A minimum of one (1) year in a management position or demonstration of equivalent work experience. Demonstrated Proficiency in Microsoft Office required.

Licensure: Licensed by the State of Michigan under Public Act 299 of 1980 and must satisfy STEP's and DWIHN credentialing and re-credentialing requirements.

Current License as a:
Licensed Master's Social Worker
Licensed Professional Counselor
Masters Limited Psychologist
and
Valid Michigan Driver's License
Approval of STEP's Insurance Carrier

Status: Non – Union, Exempt

PRINCIPAL FUNCTION:

Responsible for the oversight of the provision of services and supports that meet Mental Health Code requirements, regulatory standards and the individual needs of persons receiving services; continuously monitor the services and supports and ensure that they are provided at a quality level that supports the organization's desire to meet best practice guidelines.

A crucial component of this position is to expand the capacity of the department to provide Supports Coordination services for individuals directly referred to Services to Enhance Potential. This includes strategic planning, staff training and retention and hiring of additional staff as needed.

DUTIES AND RESPONSIBILITIES:

Essential Functions:

- A. Responsible for the quality and quantity of services rendered for Supports Coordinators providing direct services to STEP members.
- B. Recommend the hiring and firing of staff to the Director of Clinical and Quality Services, Director of Operations and/or HR for positions supervised.
- C. Responsible for scheduling performance appraisals and any disciplinary action for positions supervised.
- D. Responsible for the oversight and delivery of support and service coordination including assessment, planning, monitoring, implementation and documentation utilizing the principles of Self Determination and Person Centered Planning.

- E. May maintain a small caseload of direct cases.
- F. Responsible for implementation of the Person-Centered Process.
- G. Promote the growth, safety, well-being, empowerment, choice, self-determination, independence and autonomy of persons served.
- H. Ensure that Direct Supports Coordinators establish and maintain service linkages, natural supports and processes.
- I. Assure that services are delivered in the least restrictive, least intrusive and most cost-effective manner.
- J. Assign case loads to individual Supports Coordinators.
- K. Attend trainings and meetings as needed or required.
- L. Review all Plans of Service, and sign Plans of Service, as needed.
- M. Responsible for intake of or assignment of intakes to Supports Coordinators of all new consumers.
- N. May complete Integrated Biopsychosocial Assessment for new intakes or existing members as needed.
- N. Responsible for the implementation of Medicaid Chapter III.
- O. Keep current with human service trends, regulations, legislation, accreditation and dissemination of such information.
- P. Responsible for tracking and entering of data related to 1915 iSPA and Habilitation and Supports Waivers.
- Q. In conjunction with Director of Clinical and Quality Services and Quality Manager, provide data and analysis for outcome measures.
- R. Participate in Utilization Review activities as assigned by Director of Clinical and Quality Services.
- S. May participate on Case Review Committee as assigned by Director of Clinical and Quality Services.
- T. Adhere to all Services to Enhance Potential's policies and procedures.
- U. Maintain and submit all required records, documents on a timely basis.
- V. Maintain a personal vehicle for use in performing job duties.
- W. Ensure conformance to MDHHS, DWIHN, Medicaid, and CARF.
- X. Perform routine, or as-needed, trainings for staff.
- Y. Identify and promote opportunities for employment, volunteer and community experiences.

Marginal Functions:

- A. Participate on Services To Enhance Potential's committees as assigned.

- B. Coordinate and supervise student educational field placements, volunteers, trainees, and aides.
- C. Participate in the ongoing growth and development of Services To Enhance Potential through attendance and participation in staff and other Services To Enhance Potential meetings.
- D. Represent Services To Enhance Potential in the community and provide information regarding Services To Enhance Potential's programs and services.
- E. Assume any other duties and responsibilities as assigned by the supervisor.

The statements made herein are intended to describe the nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

REPORTS TO: Director of Clinical and Quality Services

SUPERVISES:
Supports Coordinators
Volunteers
Interns
Aides

TECHNICAL ASSISTANCE RECEIVED:

Quality Manager

Date Approved: 01/16/26

Date Effective:

Date Reviewed:

Date Revised:

Employee Signature

Date

Printed Name