



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

Community Liaison/HCBS Coordinator

QUALIFICATIONS:

- Education:** Bachelor's in Social Work or a Human Services field
- Experience:** One (1) year of professional experience in human service associated with mental health, developmental and other disability services / supports.
- Licensure:** Must satisfy STEP's and DWIHN credentialing and re-credentialing requirements.
Valid Michigan Driver's License
Approval of STEP's Insurance Carrier
- Status:** Non – Union, Hourly

PRINCIPAL FUNCTION:

Responsible for the coordination of the intake and referral process of individuals referred to STEP by another Clinically Responsible Service Provider (CRSP) for Home and Community Based Services (HCBS) and provision of services and supports that meets Mental Health Code requirements including HCBS, 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.

DUTIES AND RESPONSIBILITIES:

Essential Functions:

- A. Responsible for the intake and referral process for all members referred to STEP for HCBS services from a Clinically Responsible Service Provider.
- B. Conduct outreach to referring agencies, schools, families to promote services at STEP.
- C. Responsible for tracking of and assisting in obtaining initial authorizations for STEP services.
- D. Promote the growth, safety, well-being, empowerment, choice, self-determination, independence and autonomy of persons served.
- E. Attend trainings and meetings as needed or required.
- F. Work closely with the Supports Coordinator Manager to ensure cases are being assigned and followed up on.
- G. Work closely with the Supports Coordinators to ensure they have what they need when the intake is transferred to them.
- H. Responsible for the implementation of Medicaid Chapter III.
- I. Keep current with human service trends, regulations, legislation, accreditation and dissemination of such information.

- J. In conjunction with Director of Clinical and Quality Services and Quality Manager, provide data and analysis for outcome measures.
- K. Adhere to all Services to Enhance Potential's policies and procedures.
- L. Maintain and submit all required records and documents on a timely basis.
- M. Maintain a personal vehicle for use in performing job duties.
- N. Ensure conformance to MDHHS, DWIHN, Medicaid, and CARF.

Marginal Functions:

- A. Participate on Services To Enhance Potential's committees as assigned.
- B. 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.
- C. Represent Services To Enhance Potential in the community and provide information regarding Services To Enhance Potential's programs and services.
- D. 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: Supports Coordination Manager

TECHNICAL ASSISTANCE RECEIVED:

Director of Quality & Clinical Services
 Supports Coordinator Supervisor
 Quality Assurance Manager

Date Approved: 5/8/2026

Date Effective: 4/29/2026

Date Reviewed:

Date Revised:

 Employee Signature

 Date

 Printed Name

Attachment: Physical Efforts/Environment Checklists

Community Liaison/HCBS
Coordinator

Job Position:

Physical Effort	Essential Y/N	Rare 0- 30%	% of time performing task		
			Occasional 30-60%	Frequent 60-90%	Constant 90-100%

Hand Movement	Y				X
Repetitive Motions	Y		X		
Grasping	Y			X	
Holding	Y			X	
Finger Dexterity	Y			X	
Reading	Y				X
Writing	Y				X
Eye-Hand Coord.	Y			X	
Vision	Y				X
Color Discrimination	N				
Prepare/Analyze Figures	Y				X
Visual Inspection Meas./Assm. close to eye	Y			X	
Skilled Trades	N				
Hearing	Y				X
Talking	Y				X
Standing	N				
Sitting	Y				X
Walking	N				
Lifting	Y		X		
0-30 lbs.	Y	X			
30-60 lbs.	N				
60-90 lbs.	N				
90 plus lbs.	N				
Pushing/Pulling	N				
Climbing	N				
Stairs	N				
Ladders	N				
Bending	N				
Squatting	N				
Crawling	N				
Reaching	Y				X
Others					

Work Environment	% of time performing task				
	Essential Y/N	Rare 0-30%	Occasional 30-60%	Frequent 60-90%	Constant 90-100%

Driving	Y			x	
Car/Truck	Y			x	
Standard/Automatic	Y			x	
Mower/Forklift	N				
Location					
Trees	N				
Air Vent	N				
Roof	N				
Equipment/Machines	Y		X		
Heights	N				
Roofs	N				
Ladders	N				
Step Stools	N				
Scaffolds	N				
Nights/Dark	Y	X			
Extreme Noise Levels	N				
Extreme Temperatures	N				
Inside	Y				X
Outside	Y	X			
Ventilation Conditions					
Dust	N				
Fumes	N				
Chemicals	N				
Gases	N				
Hazard Exposure	Y	X			
Chemical Spills	N				
Gas Leaks	N				
Infectious Bacteria	Y		X		
Acidic/Oily Substances	N				
Respirator Usage	N				
Electric Hazards	N				
Overtime	Y	X			
Others					