



TOTAL CARE SERVICES, INC.

Helping Others Meet Life's Challenges

Position: Supports Planner Supervisor

Reports To: Program Manager

Work Schedule: 8:00am- 5:00pm (flexible as needed)

Status: Full-time Part-time Consultant/ Contract
 Exempt Non-exempt

SCOPE OF POSITION:

The Supports Planner Supervisor oversees supervising a group of Supports Planners in the Maryland Comprehensive Case Management and Supports Planning Services Program at Total Care Services, Inc. (TCS). The Supports Planner Supervisor ensures that people supported lead full lives with a variety of supports and services within their community. The Supports Planner Supervisor ensures that the person-centered plans will reflect the participant's strengths, needs, respect, dignity, personal goals, choices and values. The Supports Planner Supervisor completes all documentation pertaining to the participant's individual's needs. The Supports Planner Supervisor ensures that all services that are provided are based on the principle of preference, needs, desires and goals when assisting the participant in becoming fully integrated into the community and working towards optimal independence.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:

- Provide supervision and clinical oversight to (6-7) Supports Planners utilizing one-to-one supervision and group case reviews.
- Make recommendations for employment, terminations, corrective/disciplinary action to maintain TCS standards.
- Serve as a mentor for the new Supports Planners.
- Provide ongoing trainings to Supports Planners under supervision to comply with Maryland Department of Health (MDH) regulations and ensures the Supports Planners' accuracy in completing their job duties.
- Review and approves timesheets/invoices and leave requests.
- Conduct weekly leadership reviews/ supervisions with supervisees.
- Train on specific topics as assigned.
- Complete (30), (60) and (90) day evaluations for new staff as well as annual evaluations for all staff.
- Ensure the assigned Supports Planner initiates contact with applicants/participants, families, providers, and other stakeholders within specified timeframes.
- Ensure the assigned Supports Planner completes the Plan of Service (POS) for participants specifying preferences and supports and services within specified timeframes.
- Ensure team meetings are held with stakeholders to include lawyers and family members and state regulatory duties.
- Ensure the assigned Supports Planner completes regular monitoring for each participant served through TCS is completed within the established MDH and COMAR guidelines.
- Ensure the assigned Supports Planner completes face-to-face monitoring and team meetings as required to maintain the participant's health, safety, and optimal satisfaction.
- Enter billing notes/documentation for all interactions (phone calls, face-to-face meetings, emails) into the LTSS system with stakeholders such as applicants/participants, family members, and providers.
- Ensure the assigned Supports Planner manages the process of exploration with alternative supports and/or funding sources to identify and meet each applicant/participant's needs.



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- Ensure the assigned Supports Planner documents and monitors all reportable events (RE) as defined in MDH's reportable events (RE) policy.
- Ensure the assigned Supports Planner assists the applicant/participant in identifying goals and choice of natural and community supports to enhance their lives.
- Ensure the assigned Supports Planner properly notifies the team of meetings and other important events pertinent to the participant's care.
- Ensure the assigned Supports Planner requests changes and modifications to the POS and or/ services in the POS in accordance with the MDH guidelines.
- Ensure the assigned Supports Planner applies or reapplies for all necessary programs, services or supports in a reasonable amount of time to prevent or remedy a gap in Medicaid coverage or any other eligibility to the participant.
- Ensure the assigned Supports Planner identifies new medical, social, health, behavioral services and/or adaptive equipment needs during all monitoring visits, phone calls, and other interactions with the participant and/or his/her family.
- Ensure the assigned Supports Planner establishes and maintains working relationships, responds to applicants/participants in a timely manner and uses independent judgment and initiative to access services.
- Ensure the assigned Supports Planner works collaboratively with different groups or service systems to identify, coordinate, and reassure appropriate services.
- Ensure the assigned Supports Planner facilitates empowerment of applicants/participants through promoting independence, self-determination, and creativity and in accordance with the participant's desired level of self-direction.
- Ensure the assigned Supports Planner assists with transitioning and requesting activities in an expeditious manner to ensure continuity of supports/services.
- Ensure the assigned Supports Planner works cooperatively with applicants/participants, families, service professionals, and other interested parties to ensure that necessary supports and services are identified and implemented.
- Ensure the assignment of an alternate Supports Planner for each participant in accordance with MDH guidelines and ensure emergency back-up coverage in the absence of the assigned Supports Planner.
- Provide emergency back-up coverage in the absence of the assigned Supports Planner/Alternate Supports Planner.
- Establish procedures and guidelines for random internal audits of the TCS' supports and services.
- Conduct random audits of all participants' files in the program.
- Develop and monitor systems to ensure the delivery of quality services.
- Track and review deliverables such as Plan of Service (POS), Freedom of Choice (FOC) form, Community Setting Questionnaires (CSQs), RE reports and/or other documentation.
- Monitor team performance through quality assurance reviews and make further recommendations based on the caseload compliance.
- Communicate and collaborate with management and compliance staff regarding processes, timeliness, and quality of deliverables.
- Review and audit Supports Planners' billing notes/activities/documentation to meet TCS and MDH standards.
- Attend all management meetings along with all mandated internal and MDH training.
- Assist with orientation and ongoing training to Supports Planners.
- Assist with the development of policies and procedures that will enhance the quality of services being delivered.
- Ensure that requests submitted by Supports Planners for new services, intensity of services or supplemental modifications are accurate and coincide with the participant's wants and needs.
- Provide weekly updates to the Program Manager of unit totals, risks, and barriers of team updates.



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COMMUNICATION:

- Communicate effectively orally and in writing with internal and external stakeholders including but not limited to Maryland state and local health departments, program participants, family members, caregivers and/or other interested parties within specified timeframes.
- Communicate status availability and be able to participate in meetings accordingly and as necessary.
- Maintain an open-door policy and readily respond to programmatic concerns and/or issues as applicable.

DECISION MAKING:

- Make ethical decisions which comply with TCS Code of Conduct, State and Federal regulations and adhere to all requirements and updates.
- Objectively define problems, collect data, establish facts, and draw valid conclusions.
- Refrain from personal and professional activities which may result in a Conflict of Interest and/or negatively impact the organization.
- Ensure that any files and information shared digitally are shared in a manner that is secure and compliant with HIPAA guidelines.
- Obtain proper disclosures and authorizations prior to sharing information internally or externally.

KNOWLEDGE, SKILLS AND ABILITIES:

- Must be flexible, able to work from home and/or community, and respond to crisis situations including on nights and weekends.
- Ability to multi-task, prioritize work, meet deadlines, and produce quality results with attention to detail.
- Able to be an independent worker who requires minimal supervision to fulfill the job duties assigned.
- Perform all duties described, and others as required, in alignment with the mission of the organization.
- Knowledgeable in case management principles, procedures, and practices for people with complex medical and/or behavioral health needs, older adults and/or adults, children, and youth with disabilities.
- Must be able to apply professional level of knowledge of federal and state assistance programs for people with complex medical and/or behavioral health needs, older adults and/or adults, children, and youth with disabilities.
- Familiarity with Medicaid and Non-Medicaid community resources and services to support participants.
- Knowledge of Home and Community Based Waiver services.
- Effective written and oral communication skills.
- Excellent organization and time management skills.
- Proficient in using Microsoft Office; ability to learn new technologies.

QUALIFICATIONS:

- Master's degree preferred plus Bachelor's degree in human services field including psychology, social work, sociology, nursing, counseling, sociology, or related field.
- Case management experience for people with complex medical and/or behavioral health needs, older adults and/or adults, children, and youth with disabilities.
- Familiarity with Medicaid and Non-Medicaid community resources and services to support people with complex medical and/or behavioral health needs, older adults and/or adults, children, and youth with disabilities.
- Experience working within a self-directed model.
- Must be able to pass a Criminal Background check that is acceptable in accordance with state law.
- Must be a U.S. citizen or alien who is lawfully authorized to work in the U.S.
- Must have a current driver's license and reliable transportation with proof of valid insurance as required by state law.
- Must be responsible, reliable, accountable, and able to work independently and within a team structure.



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- Demonstrate ongoing commitment to enhancing professional skills through participation in agency staff meeting and outside training opportunities.
- Be able and willing to respond 24/7 to provide support to staff responding to crisis situations and to ensure regulatory and reporting requirements are met.

WORKING CONDITIONS AND ENVIRONMENT:

- The work is performed primarily in an office setting. Must be able to drive to and from meetings in the community as applicable.
- Must be able to lift up to 20lbs, carry laptop, briefcase, files, folders, etc.
- Must be able to input data into the computer.
- Reaching, pulling, pushing, and bending as applicable.
- Walking up and down stairs as applicable.
- Office equipment must be used only for TCS job functions.
- Must maintain access to secure and reliable internet.

SIGNATURE BLOCK:

This document describes the essential functions and qualifications for the position. Your signature indicates that you have read the position description and understand the essential functions and qualifications of the position.

Employee Name (Print)

Date

Employee Name (Signature)

Date

Direct Supervisor (Signature)

Date

Human Resources Director (Signature)

Date