



# JOIN OUR TEAM

## SUPPORTS PLANNER

### POSITION PROFILE

**Reports To:** Supports Planner Supervisor

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

**Work Environment:** Work from your home office - this hybrid position is primarily remote and community-based.

**Status:** Full-Time, Exempt

**Compensation Package:**

- Salary Range: \$52,000 - \$60,000 (dependent upon experience)
- Sign-on Bonus: \$2,500

**Benefits:** 401K, Health, Dental, Vision, Flexible Spending Account (FSA), Group & Voluntary Life, Short-Term Disability (STD), Paid Time Off (PTO) and Mileage Reimbursement

### EDUCATION, EXPERIENCE & QUALIFICATIONS

- Bachelor's degree in human services field, such as social work, sociology, nursing, psychology, counseling, criminal justice, etc.
- A minimum of one (1) year related experience
- Must be a licensed driver with reliable transportation, valid insurance, and a safe driving record
- Must be able to pass a criminal background check
- Must be a US citizen or alien who is lawfully authorized to work in the US
- Must provide documentation of COVID-19 vaccination

### ABOUT THE POSITION

Are you passionate about empowering others? Do you have experience coordinating long term services and supports in home and community-based settings?

At Total Care Services, Inc. (TCS), our Supports Planners assist older adults and people of all ages with complex medical needs, behavioral health needs, physical disabilities, and/or intellectual & developmental disabilities, and their families in navigating, identifying, and accessing supports and services to promote a safe and independent life at home and in the community.

Supports Planners at TCS carry a caseload of 40-55 people. Great organization and time management skills are key to success in this community-based role.

### DUTIES & RESPONSIBILITIES

The Job Description contains a detailed overview of all duties and responsibilities of this role. Here are a few key highlights:

- Educate applicants and participants on identifying goals and choice of natural and community supports to enhance their lives
- Facilitate empowerment of applicants and participants by promoting independence, person-centered planning, self-determination, and creativity
- Coordinate a Plan of Service that reflects the person's desired level of self-direction and is based upon the principle of preferences, needs, desires and goals to assist the person to become fully integrated into the community and achieve their optimal independence
- Actively document electronically, in real time, all contacts with applicants, participants, family members, agencies, health care providers and other stakeholders
- Develop the annual POS for participants specifying preferences and supports and services
- Conduct face-to-face monitoring, team meetings, telephone monitoring, visits, and telehealth services as directed by the state during the state of emergency to ensure the participant's health, safety, and optimal satisfaction





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### CORE COMPETENCIES

The following competencies reflect TCS' culture, expectations, and the key to success for our employees and our organization:

- Interpersonal Skills
- Oral and Written Communication
- Leadership
- Teamwork
- Technical Skills
- Judgment
- Professionalism
- Commitment to Quality
- Problem Solving
- Time Management
- Adaptability

### TECHNICAL SKILLS

- Must be proficient with Microsoft Office Suite (Word, Excel, PowerPoint, OneDrive, Teams, and Outlook)
- Experience completing case management tasks using virtual platforms
- Experience with a billing system for case management, such as LTSSMaryland, preferred

### INTERESTED?

To apply for this position, visit:

[www.totalcare1.org/make-a-difference/careers/](http://www.totalcare1.org/make-a-difference/careers/)

To learn more about us, visit:

[www.totalcare1.org](http://www.totalcare1.org)

### DUTIES & RESPONSIBILITIES CONTINUED...

- Monitor all reportable events (RE) as defined in Maryland Department of Health (MDH) RE policy
- Prepare and submit Freedom of Choice (FOC) form and modifications to the POS and/or services in the POS in accordance with MDH policy
- Responsible for entering case notes and 7 hours of billable services into LTSSMaryland
- Performs other duties as assigned

### TRAINING REQUIREMENTS

You must successfully complete:

- Two (2) weeks of initial, internal TCS training, including:
  - One (1) week of classroom style training
  - One (1) week of shadowing/observation with a seasoned Supports Planner and Supervisors
- One (1) week training course with the Maryland Department of Health (MDH) within ninety (90) days of employment
- First Aid/CPR certification

### WORKING ENVIRONMENT

- Work from your home office with local community visits
- Laptop, printer, and cell phone provided for use with TCS business only
- Access to reliable, high-speed internet connection to perform remote work
- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift 15 pounds at times

*Total Care Services, Inc. is committed to equal employment opportunity and to compliance with federal, state, and local laws governing non-discrimination. Total Care Services, Inc. is proud to be an Equal Opportunity/Affirmative Action Employer, making decisions without regard to race, color, religion, creed, sex, sexual orientation, gender identity, marital status, national origin, age, veteran status, disability, or any other protected class.*

