

POSITION DESCRIPTION
FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Social Program Coordinator</i>		DIVISION: <i>Program Services</i>	DEPARTMENT: <i>Provider Services</i>
WORKING TITLE: <i>Provider Manager</i>		PCN & CLASSIFICATION OF SUPERVISOR: <i>704003 Child Welfare Casework Supv. 1</i>	JOB STATUS: <i>Full-Time</i>
CLASSIFICATION NO.: 69412		PCN: 704007 PAY RANGE: 23	REVISION DATE: 2/17
EQUIPMENT USED: <i>telephone calculator printer computer copying machine automobile</i>			
MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED: <i>Completion of under graduate major program core requirements in social or behavioral science; plus 18 mos. exp. in delivery of social/human services; or completion of graduate major program core requirements in social or behavioral science; plus 12 mos. exp. delivering social/human services; or equivalent.</i> PREFERRED: <i>Master's degree with LISW and 2 years social work exp.; or Bachelor's degree with LSW and 3 years social work exp.; medical and/or Medicaid background experience; ability to clearly communicate verbally and in written form; experience in clinical/behavioral health; strong organization skills.</i>			
PURPOSE: <i>Employee is under the supervision of the Provider Services Associate Director; employee oversees the coordination of Medicaid Managed Care for youth in custody; employee monitors contract providers' (both community and paid placement) services and serves as a provider/agency liaison; problem solves issues with service provision; serves as a provider/agency/Medicaid Managed Care Plan liaison; interfaces with administrative, supervisory and casework staff regarding special projects; completes development, coordination and oversight of special projects within the department as assigned. Employee must demonstrate cultural awareness sensitivity, strong leadership and competence throughout all aspects of job duties. The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on Safety, Permanency & Wellbeing for the families served by the agency. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the agency's Guiding Principles by serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships.</i>			
80%	JOB DUTIES: <i>Acts as point of contact with Medicaid Managed Care Plans to help complete documents and navigate issues to ensure enrollment of custody youth in the Medicaid managed care plan; serves as FCCS liaison to improve communication, monitor service standards, and resolve problems that create barriers to case progress and service provision to the child; serves as a liaison between Managed Care Plans, Community/Placement/Medical Providers and other Agency departments to help ensure consistent communication and support resolution of issues. Activities are focused on best practice, placement prevention, reduction in length of stay and reduction in recidivism. Implements reviews, which may include site visits, and program improvement plans for providers. Monitors and analyzes managed care plan performance, completes recommendations and reports as required. Monitors and analyzes contract provider programs compliance as it relates to identified indicators and compliance with case plans, court orders, state and federal regulations. Assesses and makes recommendations related to contract provider issues identified by the agency which could include developing and monitoring provider performance improvement plans, facilitating meetings with providers to review situations, and developing reports for</i>		

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agency administration. Reviews and makes recommendations related to potential rule violations including: a written report of incident, response and recommendation. Maintains consistent documentation and reports related to Provider monitoring and compliance. Reviews Provider reports and invoices as required. Has knowledge of all contracted services for assigned Provider. Completes development, coordination and oversight of special projects within the department, as assigned.

15%

Employee meets regularly with their supervisor and team members to discuss unit and individual performance and opportunities for improvement. Attends staff development. Employee contributes to a positive work environment geared towards a positive attitude, teamwork and productivity. Coordinates within Provider Services, with other agency departments and with Providers/Managed Care Plans to problem solve concerns and opportunities for improvement in workflow, consistency of practice, communication and work alignment with CFSR, CPOE, COA standards as well as the agency Guiding Principles. Leads/participates in various committees and projects as assigned. Serves as a liaison for various collaborations with external partners.

5%

Performs other related duties as assigned.

***Employee in this position may be required to work a flexible shift*

List no. of positions and Class Titles of positions supervised

None

Signature of Agency Representative

Date