

ASI Mission Statement

Supporting people to experience meaningful lives.

Team Coordinator

Mission Implementation:

A. Team Coordinators advance the mission of the company by treating adults and children who have developmental disabilities and/or mental illness with dignity and respect; honoring their personal dreams, goals and choices; and encouraging persons served in the development of social and personal relationships, including access to social, cultural, educational, spiritual, political, leisure or work activities and opportunities available within the community. These supports, and services are identified in the Person-Centered Plans of the individuals served and are typically oriented toward assisting the person to overcome limitations imposed by their disability while encouraging greater independence, health and safety, happiness, and a more productive life based on the preferences and choices of the person served.

B. Qualifications

1. High school diploma or equivalent, with preference toward candidates possessing additional specialized training in a field related to mental health/social services (e.g., psychology, education, social work).
2. Previous work experience with adults and/or children who have developmental disabilities and/or mental illness which is consistent with relevant licensing requirements.
3. Basic skills in administration and operation of specialized Department of Mental Health contracted programs; Family Independence Agency, Responsible Mental Health Agency, or CARF preferably, previous management experience.
4. Completion of training programs established by the Department of Mental Health, Family Independence Agency, Responsible Mental Health Agency, and CARF.
5. Pass agency health examination indicating good physical health, including a current negative tuberculosis test.
6. Be of good moral character, as demonstrated by clearance from a criminal history background check with the Michigan State Police, but also the

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information obtained through the mandatory background check and fingerprinting requirements imposed by Public Act 29 of 2006, present three (3) positive work/character references at time of hire, and report no history of recipient rights violations.

7. Possess a current valid driver's license when hired and during employment, as well as maintain a driving record in compliance with the requirements of the company's auto insurance carrier for approval to operate a vehicle while employed with the company.
8. Must be able to follow written and oral instruction.
9. Be suitable to meet the physical, emotional, intellectual, and social needs of the persons served.
10. Be capable of appropriately handling emergency situations.

C. Essential Job Functions

1. Occasionally assist persons served with bathing, personal hygiene, lifting with or without assistance.
2. Frequently lift ten (10) or more pounds with or without assistance.
3. Occasionally stoop and/or bend without assistance.
4. Frequently stand for long periods of time.
5. Occasionally, with or without assistance, participate in therapeutic physical intervention.
6. Occasionally assist in lifting non-ambulatory persons served in/out of bed, wheelchair, and/or van with or without assistance.
7. Ability to comprehend and interpret licensing rules and regulations with or without assistance.
8. Preserve the rights of the persons served as guaranteed under Michigan's Mental Health Code.
9. Consistently perform in a manner that supports attainment of goals and outcomes listed in the person's plan of service.

D. Accountability

The Team Coordinator is immediately accountable to the Program Coordinator for the efficient exercise of the functions and tasks associated with this position as outlined in this job description.

The Team Coordinator is expected to demonstrate professionalism in each of these areas, and to seek out, accept and use supervisory direction when appropriate. The Team Coordinator will provide direct care services to persons served.

**1. Responsibilities to Persons Served:
Coordinating Services and Supports**

To organize and coordinate services and supports prescribed in the person's individual plan that are provided by the ASI service site or by ASI staff members, and ensure that the general operation and practices of the ASI service site or ASI staff members support attainment of outcomes specified in the person's plan.

- a. Provide effective communication with each individual using a style suited to the person being served.
- b. Emphasize support of the person's expression of preference and choice as appropriate and as practical in all routines in the service site.
- c. Seek to understand the person's likes and dislikes, ethnic and cultural background, religious preference, and personal values and assist the person in finding and participating in relationships and activities that are compatible with these.
- d. Participate in person-centered planning meetings and review of the person's planned in cooperation with the person, their support network, and representatives of the contract agency.
- e. Know the content of the person's plan and how interventions are carried out and seek clarification from the appropriate professionals as needed.
- f. Conduct monitoring and training necessary (or arrange training by others) to ensure that staff members are familiar person's plan and how interventions are carried out.
- g. Monitor to ensure that services and supports that are the responsibility of ASI are carried out properly as defined in the person's plan.
- h. Review documentation and records of services and supports that are created by ASI staff are accurate, neat, and timely.

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- i. Serve as a role model to staff members to assist them in treating the person served with sensitivity, dignity, and respect.
- j. If the person is employed, carry out services and supports in a manner that supports continued employment and success on the job.
- k. If providing support to children, assist in activities to support the person's school program, provide regular periods of healthy playtime and physical activity, and support other developmental activities as required in the Person-Centered Plan.

2. Responsibilities to Persons Served:
Advocacy

To promote and encourage the mission statement of the agency.

- a. Provide support to persons served in obtaining the goals he/she envisioned and outlined in their individualized Person-Centered Plan.
- b. Provide assistance where requested/required, support individuals being served in making choices and advocates for him/her in the area of wants and needs.
- c. Provides assistance to persons served in developing new relationships and supporting existing relationships with non-paid allies.
- d. Assist persons served to handle stressors in a positive manner that supports personal growth and respects the dignity and rights of others, as guided by the Person-Centered Plan.
- e. Effectively performs health support interventions for persons with special health needs related to aging, chronic conditions, or injuries, as required by the physician's order and/or Person-Centered Plan.

3. Responsibilities to Persons Served:
Professionalism

To display a professional demeanor and represent the agency in a professional manner at all times and act in a manner that furthers the actualization of the vision and mission statement of the agency.

- a. Maintains interactions and communications in a manner that is respectful towards all individuals being served.

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- b. Acts as a positive role model for persons served.
- c. Identifies areas for improvement and helps to make sure the improvement happens.
- d. Actively participates in quality improvement program and initiatives;
- e. Establishment and maintenance of effective working relationships with members of the interdisciplinary team (“I-Team”).
- f. To actively promote the philosophy and mission of Alternative Services

4. Responsibilities to Persons Served:
Staff Supervision

To organize and supervise for effective staff management, leadership, and utilization.

- a. Organization and monitoring of support staff for the daily scheduling and implementation of active treatment programs;
- b. Organization and implementation of on-going staff training regarding program issues. Supports staff and actively participates in the team process in all settings.
- c. Organization and monitoring of a system for efficient documentation by staff of accurate program records for persons served;
- d. Implementation of all hiring/firing forms in development and maintenance of employee personnel packets;
- e. Implementation of Alternative Services, Inc. policies on a consistent basis;
- f. Implementation of systematic approaches in the effective management of support staff concerns;
- g. Maintenance of an objective professional supervisory relationship with support staff;
- h. Communicating in a positive and productive manner at all times with co-workers, families, guardians and the public;
- i. Acting as an appropriate role model for all support staff;

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- j. Provision of direct supervision to all shifts (minimally, on a monthly basis);
- k. Active involvement in covering direct care shifts as needed;
- l. On-call responsibility shared with Assistant Team Coordinator where applicable.
- m. Acceptance and discussion of constructive criticism;
- n. Reports to Program Coordinator of events of an emergency nature;
- o. Adherence to “chain of command”, as defined by Alternative Services, Inc. organizational chart;
- p. Utilization of written communication, as needed;
- q. Reports to Program Coordinator of all matters relating to home operations;
- r. Participation in management training as provided by Alternative Services, Inc.

**5. Responsibilities to Persons Served:
Facility Operations**

To provide for the efficient daily administrative operation of the residential site of the persons served.

- a. Maintains environment and conducts activities in a manner that ensures the health and safety of individuals being served.
- b. Provision of nutritional meals served according to a consistent and approved daily regimen;
- c. Coordination of appointments to meet the medical needs of all persons served;
- d. Provision of a systematic approach to meet the personal hygiene needs of all persons served; monitoring this system regularly;
- e. Maintain basic infection control protocols for all support staff;
- f. Maintains appropriate medication procedures;
- g. Provide hours of direct support to persons served as required by the staff utilization plan established by the Operations Director;
- h. To assist in supervising and transporting persons served to community activities and day programs as necessary;

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- i. Implementation of relevant rules, regulations and procedures, as defined by Alternative Services, Inc., Department of Mental Health, Family Independence Agency, the Responsible Mental Health Agency and CARF.
- j. The Team Coordinator is expected to demonstrate respect and support for the policies he/she must implement;
- k. Assistance to Program Coordinator in providing for emergency 24-hour back-up coverage;
- l. Communication of information to all support staff on a regular basis;
- m. Being informed and prepared during interactions with ancillary personnel;
- n. Using resources in obtaining information to benefit the persons served;
- o. Effective scheduling of own work week to ensure task completion;
- p. Providing a safe and healthy residential environment for persons served;
- q. Maintains and operates the vehicle in a safe manner at all times. Notifies appropriate person of any safety or maintenance issues.
- r. Provides transportation in a safe manner for persons served while using agency vehicles.
- s. Exercising flexibility in meeting day-to-day management demands, including the ability to reorganize priorities according to needs of the persons served and the home;
- t. Adherence to due dates, deadlines, and follow-through of tasks;
- u. Monitoring of support staff efficiency and follow-through on delegated responsibilities;
- v. Demonstration of foresight in planning for leaves of absence by delegating tasks, etc.;
- w. Anticipation of and planning for future operational needs.

6. Responsibilities to Persons Served:
Fiscal/Financial

To establish and maintain systems for the efficient administration and reporting of licensed home-related expenditures.

- a. Demonstration of foresight regarding needed maintenance (repairs; replacements);
- b. Monitoring weekly petty cash disbursements;
- c. Monitoring food stamp distribution for persons served;
- d. Monitoring licensed home expenditures with working knowledge of budgetary constraints;
- e. Maintenance of accurate documentation regarding disbursements of funds for persons served;
- f. Establishment of an appropriate biweekly staff schedule consistent with contracted hours for the home, with attention given to the needs in this area regarding overtime, 24-hour coverage, anticipation of special staffing requirements, etc.;
- g. Ensuring that maintenance regarding licensed home operations or the vehicles is completed in a timely manner.

E. Delegation of Responsibilities

The Team Coordinator may delegate duties to Community Support Staff when deemed necessary to further the quality of the residential environment and the welfare of the persons served.

If delegation takes place, a written addendum to the employee's job description shall be completed and signed by the Team Coordinator and the employee.

F. Training

The Team Coordinator will be required to attend and pass all training classes as required by the agency. The Team Coordinator must be credentialed in all required training classes at all times when working at ASI. Any lapses of certification or failure to pass training certification courses, will result in suspension up to and including termination of employment.

Additionally, the Team Coordinator will ensure that all Community Support Staff within his scope of supervision will meet all agency required licensing credentials. Failure to do so can result in suspension up to and including termination of employment.

G. Terms of Employment

Any departure from the agency’s policies and procedures must be requested in writing and accompanied with a rationale. Prior to implementing any change, written approval must be obtained from the Board of Directors by the Executive Director. The wage and workweek are to be established by the Executive Director with approval of the Board of Directors.

In carrying out all of the above responsibilities, the Team Coordinator is expected to demonstrate characteristics of professional behavior, including tact, sincerity, sensitivity and respect for others, sound judgment, reasoned and soundly based decisions, flexibility, initiative and the ability to set sensible priorities. Communication of information, whether verbal or written, is expected to be complete, clear, accurate and professionally rendered.

H. Evaluations

The Team Coordinator’s job performance shall be evaluated according to the personnel policies of this agency by the Program Coordinator. Persons served shall participate in the Team Coordinator’s evaluation. This shall be done after the Team Coordinator’s initial six (6) months, after his/her first year, and annually thereafter.

Employee’s Signature

Date

Supervisor’s Signature

Date