**United Cerebral Palsy of Greater Dane County, Inc.**

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| **Position Description** |  |  |
| Position Title:  | CARES Coordinator (Collaborative and Respite Enhanced Support) | Exempt/Salary – Full-Time |
| Supervisor: | Assistant Director - Respite |  |
| **Position Summary**This position plays a key role in helping children continue to live in their family home with parents or other primary care providers. With the goal of decreasing familial stress and preventing the need for out of home placement, this position acts as the child’s primary behavioral support specialist who will create and maintain a positive support plan, train staff, and consult with other professionals to encourage a comprehensive approach across environments. This position works closely with each child’s team including case managers, behavioral consultants, school professionals and often psychologists. Additionally, the CARES Coordinator will work with the family on identifying and meeting the need for care, in-home and/or childcare settings, to support both the child and the family. |

**Manage a Caseload of Families Experiencing High Levels of Stress**

1. Maintain open and supportive communication with the child’s family or other designated care provider.
	1. Meet with new families to help gain a better understanding of their needs and to enhance their understanding of UCP services they qualify for.
	2. Develop strong and dependable relationships with families through on-going consistent support of their child, demonstrating competency on their needs or being a reliable source of knowledge and support for them.
	3. Respect the family member or caregiver as an expert on their child.
	4. Conduct quarterly team meetings with all involved in the child’s care across environments to facilitate collaboration.
	5. Keep the family or caregiver informed of situations, issues, progress, meetings, etc. in a way that is family friendly and respectful of individual family needs.
	6. Complete and conduct follow-up on necessary paperwork such as scheduling information, medication releases, emergency contact forms, etc.
	7. While keeping in mind the child’s funding, assess the level of support and need for service and then work in conjunction with the child’s case manager to conduct referrals for other services when appropriate.
2. Obtain up-to-date knowledge and coordinate planning about those on your caseload.
	1. Have a physical presence on the care team for each child/teen on your caseload.
	2. Visit/observe UCP staff proactively to train and support as needed.
	3. Visit the child in other settings to have a well-rounded knowledge base.
	4. Communicate with involved professionals outside of UCP as needed to ensure a collaboration of services. (Case managers, teachers, therapists, psychologist, etc.)
3. Collaborate with community resources to ensure successful inclusion.
	1. Work with families and support their ideas on ways to enhance community inclusion when appropriate.
	2. Research and identify child care programs, after school and community programs that the child/teen served would enjoy.
	3. Empower programs (child care and summer camps) to meet the needs of the child with a disability independently. Reassess the level of support each semester.
	4. Coordinate and attend meetings as necessary to ensure continued progress.
	5. When a child/teen access UCP’s Youth Resources services, follow up with child care and after school programs daily, transitioning to weekly when appropriate and visit often to stay aware of issues, lend support to staff and develop strong relationships.
4. Assist families with respite provider recruitment.
	1. Keeping in mind the family’s funding source, assess and then review with families their care needs. Often times the case manager will need to be involved.
	2. Partner with families to find qualified providers to help meet their short term and long term care needs.
	3. Schedule Support Specialists as needed.

**Supervision and Support of Support Specialists, Respite Providers and Facilitators**

1. Work with UCP’s Onboarding Specialist to recruit and hire Support Specialists.
2. In conjunction with the Onboarding Specialist, develop an ongoing training and orientation program for Support Specialists to ensure a comprehensive skill set to work with a variety of different needs
3. Provide training specific to the client’s (family’s) needs (profile, support plan, BSP, Training checklist, etc.) as well as provide the necessary to ensure competent skills to gain involvement from community members (child care providers, recreation leaders, etc.)
4. Review and approval payroll and associated staff compliance.
5. Respond to challenges staff may experience (i.e. return calls promptly, arrange meetings when appropriate, provide back-up in the community when help is needed, etc.)
6. Offer ongoing and proactive support of the care teams assigned to the staff assigned to families on your caseload.
7. Initiate, coordinate and conduct staff meetings (topic, location, presenters, etc.) as needed.

**Provide Behavioral Consultation and Direct Support to Children and Families**

1. Create and implement behavioral support plans, safety plans, etc. including method for monitoring, review and any anticipated timeline.
2. Make decisive and sound judgement when critical situations arise for the children/families you support.
	* + - Work with urgency with needed seeking supervisor support when appropriate.
3. Act as the primary support for all staff in YR/Respite who may need help with client safety concerns. This could include responding directly to staff requests for additional staff support, writing BSP’s or consulting on best practices.
4. Provide direct support when appropriate to meet the needs of the program and/or caseload assignments.
	1. Be available to help families problem solve, train new staff, make adaptations, implement a particular strategy, etc.
	2. Provide child specific training when appropriate to families, support specialists, respite providers, facilitators and community members.
	3. Provide back up support to help with supporting child care and teen service delivery when other Service Coordinators are unavailable.
	4. Model appropriate interactions that embrace the philosophy of inclusion to families, staff and community members.
	5. Directly involve child care professionals in meeting the needs of the child with a disability.
	6. Encourage the child care provider to increase their participation and interactions with the child.
	7. Work as a team and assist the child care program in meeting the needs of a particular child when the child care providers are unable to do so.

**other**

1. Complete the necessary administrative responsibilities and paperwork required.
	1. Complete quarterly updates for all CARES clients
	2. Update behavioral plans per timeline
	3. Complete monthly responsibilities by the assigned deadline. (TimeStar, reports to director, etc.)
	4. Maintain and update the client database including timely case notes for billing.
	5. Have a presence at team meetings contributing to the agenda.
	6. Complete the necessary program paperwork associated with new families, training staff and service implementation
2. Supportive team player willing to act as a goodwill ambassador for UCP both internally and externally.
3. Understands the core values of the agency and actively communicate its mission to stakeholders.
4. Additional tasks, responsibilities and requirements may be assigned by supervisors as deemed appropriate.
5. Other duties as assigned – please note this job description is not designed to be a comprehensive list of all duties and responsibilities. Duties and activities may change at any time with or without notice.

**Competencies:**

* Ability to understand and blend with our culture/mission of supporting people with disabilities and their families.
* Decisive and sound decision making to support families in crisis.
* Ability to prioritize and escalate critical situations for resolution
* Sensitivity and empathy to parents, families and employees.
* Excellent communication skills both verbal and written.
* Well organized with strong time-management skills.
* Ability to meet deadlines amongst shifting priorities.
* Initiation and motivation to work independently.
* Strong interpersonal skills.
* Ability to work collaboratively with a team.
* A positive attitude when faced with challenging situations.
* Flexibility to respond quickly and positively when warranted by situations.
* Knowledge and demonstrated application of positive support strategies to assist people in distress.

**Requirements and Preferred Education/Experience:**

* Master’s Degree strongly preferred.
* Required knowledge and strong understanding about behavioral support and community inclusion, how it applies to people with developmental disabilities, as well as an understanding of the needs of families caring for children with developmental disabilities.
* Direct experience working directly with people who have significant disabilities.
* A valid driver’s license, acceptable driving record, liability coverage and a personal vehicle are required for this position.

**Supervisory Responsibilities:**

Support Specialists, Respite Providers and Facilitators

**Position Type/Expected Hours of Work:**

This position must be available Monday through Friday from 8:00 am and 5:30 pm, with occasional weekend and evening hours to assist with trainings of staff and to attend meetings.

***United Cerebral Palsy of Greater Dane County, Inc. is an Equal Opportunity Employer.***

**Signatures**

This position description has been approved by:

Director

HR

Employee signature below constitutes understanding of the information listed above.

Employee Date