



Job Description

LifeTime Resources Mission Statement:

Working together to provide services that help people maintain their independence

LifeTime Resources Core Values:***Integrity******Quality******Compassion******Cooperation*****Job Title:**

Case Coordinator

Supervisor:

HCC Business Manager

Division:

Home & Community Care

FLSA Status:

Non-Exempt

Position Overview:

Responsible for assisting Home and Community Care field staff with processing of client cases and HCC administrative staff with program specific duties to ensure the consistent provision of quality services, in keeping with *LifeTime Resources, Inc.* goals and objectives, as well as requirements of Indiana Family and Social Services Administration and other regulatory agencies.

Essential Functions:**PROGRAM SPECIFIC**

- Ensures safe and confidential handling of client documentation; keeps all files current and ensures case files are kept in standard agency order.
- Documents all actions taken and time spent on behalf of clients in client database.
- Assists in managing client cases by distributing care plan authorizations, provider notifications, and required client notifications.
- Assists staff by tracking and completing required follow up calls to clients.
- Assists staff by gathering information needed and overseeing clients movement through application process for Medicaid as well as other programs, resources and benefits.
- Provides assistance with the RFA process by requesting MD scripts, provider bids, and scanning required info into the INsite system.
- Assists staff by completing requests for 450Bs, referrals for services, locating service providers, and following up as needed.
- Makes contact with providers, clients and informal supports as requested by staff for follow up.
- Assists staff by entering client data in Home Meds system.
- Assists staff in locating providers for funded services.
- Carries out assigned tasks on action plan ensuring timely problem resolution, seeking appropriate guidance from field staff, ensuring excellent customer service, completing adequate follow up.
- Assists in researching and locating needed resources such as product or program information, application and eligibility information, as well as potential funding sources.
- Assists staff in developing unique and creative person centered solutions to address client needs.
- Assembles and prepares client specific documents in packets for assigned field staff.
- Ensures timely flow of work between satellite offices, administrative office and the state office.
- Creates and distributes timely notifications for cases transferring between staff.

- Plans monthly agenda to ensure that deadlines are met.
- Attends trainings and keeps abreast of issues and information necessary to perform work duties.
- Provides back up duties for front desk and Information Specialist as need.
- Represents the agency in the community as needed.
- Provides efficient back up in the absence of assigned field staff ensuing client related issues are handled in a timely manner.
- Ensures adequate availability of forms for Home & Community Care staff.

ADMINISTRATIVE/GENERAL

- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Understands, supports, and models with professionalism the agency's Mission, Vision, and Values.
- Engages in other related activities or special projects as required or assigned.

The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.

Performance Requirements:

Knowledge, Skills, Abilities, & Mental Demand: Clerical and computer skills, including ability to use Microsoft Office Suite; written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks in an organized manner; reasoning and problem-solving skills; ability to work with minimum supervision; ability to handle sensitive situations.

Physical Effort: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently; ability to climb stairs and independently access all customers' homes.

Working Conditions: Office environment, occasional travel; possible exposure to bodily fluids, occasional customer contact; occasional inclement weather.

Education, Experience and Training: High school diploma or equivalent required. Knowledge of or skill acquired through considerable training or 2 to 3 years related experience; valid driver's license.