



# Job Description

**LifeTime Resources Mission Statement:**

*Working together to provide services that help people maintain their independence*

**LifeTime Resources Core Values:**

**Compassion**

**Cooperation**

**Commitment**

**Job Title:**

Case Coordinator

**Supervisor:**

Administrative Supervisor

**Division:**

Home and Community Care

**FLSA Status:**

Non-Exempt

**Position Overview:**

Responsible for assisting the division field staff with processing of individual cases and 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, the accrediting body, and other regulatory agencies.

**Essential Functions:**

## PROGRAM SPECIFIC

- Completes all tasks with a sense of urgency, effectively prioritizes to ensure timely and effective customer service. Ensures timely flow of work between remote locations and the office.
- Carries out tasks assigned via CaMSS ensuring effective problem resolution, seeking appropriate guidance, and completing adequate follow up with providers, individuals and informal supports.
- Advocates on individuals' behalf.
- Ensures safe and confidential handling of individuals' information.
- Documents all actions taken and time spent on behalf of individuals in State approved database. Keeps all files current and ensures case files are kept in standard agency order.
- Provides assistance with Goal Setting and inputs data in tracking sheets according to information received from Home Care Managers and established procedures.
- Assembles and prepares individual specific documents in packets and ensures adequate availability of forms for assigned field staff.
- Locates providers for funded services according to direction from field staff. Distributes service plan authorizations, provider notifications, and required individual notifications.
- Assists with timely transfer of cases between staff.
- Gathers information needed and oversees individuals' movement through application process for Medicaid.
- Completes referrals for services, housing, public transportation, and community resources.
- Researches and locates needed resources keeping in mind unique and creative person-centered solutions such as product or program information, shares eligibility information and assists with application process as needed.
- Assists with the RFA process by requesting MD scripts, provider bids, and scanning required information into the assigned database.
- Provides efficient back up in the absence of assigned field staff ensuing individual related issues are handled in a timely manner.
- Acts as backup, when necessary, for the ADRC in receiving calls and making appropriate referrals and to the front desk.

- Runs monthly Medicaid status checks for all assigned Home Care Managers and reports on problematic situations.

ADMINISTRATIVE/GENERAL

- Serves as support person for general copier issues with Home & Community Care's copier.
- Consistently and effectively utilizes position procedures; recommends changes when necessary and completes updates as required.
- Adheres to agency policies and procedures.
- Attends required trainings and keeps abreast of issues and information necessary to perform work duties.
- Represents the agency in the community as needed.
- Understands, supports, and models the agency's Mission-based 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 customer homes.

*Working Conditions:* Office environment, occasional travel in a personal vehicle; possible exposure to bodily fluids, daily customer contact; occasional inclement weather.

*Education, Experience and Training:* High school diploma or equivalent required. Knowledge of basic or commonly used procedures or operations, requiring some prior training or 1 to 2 years related experience; valid driver's license.

*I have read and understand the responsibilities and requirements of my job description.*

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Employee Signature

Date