

SPECIAL SERVICE FOR GROUPS

JOB ANNOUNCEMENT

Title: ICMS Program Coordinator

Division: OTTP

FLSA: Non- Exempt; Full

Supervisor: Intensive Services Manager

Pay Range or Rate: TBD

Revised: 1.13.25

SUMMARY

Under the direction of Intensive Services Manager the Intensive Case Manager Services (ICMS) Program Coordinator will be responsible for providing leadership, facilitating and tracking training, onboarding, supporting staff, staff wellness, field-based de-escalation support, internal file auditing and new documentation implementation to ensure high quality provision of services. The Program Coordinator will be responsible for providing advanced level support all ICMS programs in the following core areas:

ESSENTIAL FUNCTIONS

- Must know, understand, and be able to articulate the mission, vision, and core values of Occupational Therapy Training Program (OTTP)
- Work collaboratively with Intensive Services Managers, Supervisors and Direct Service Staff
- Meet with management staff on monthly basis to discuss findings
- Assist with creating innovative practices for case management teams
- Obtain and maintain the working knowledge of all DHS Programs and their eligibility criteria
- Provide leadership to project and staff in formulation of program procedures and timely dissemination to staff
- Screening applicants – Scheduling Initial Interview (Coordination)
- Assist in developing and implementing client life-skills classes
- Assist in developing and implementing staff wellness
- Assist with coordination of special events/Meetings
- Coordinate and Maintain calendar for Case Manager/Intensive Services Manager supervision
- Provide administrative support/coordination with special projects as necessary
- Curate both internal and external partnerships with programs
- Prepare reports in conjunction with program managers in accordance with data quality and funding requirements
- Assist with development of new processes as needed.
- Implement new documentation requirements as needed for ICMS case managers
- Understand and accurately articulate the HUD definition of homelessness and chronically homeless
- Attend and record all program, department, funding specific and other associated meetings and training as required or needed.
- Create complex excel spreadsheets that include macros enabled functions
- Some evenings and weekends required
- Perform any other appropriate responsibilities as assigned by the Intensive Services Manager or Division Director.
- Ability to understand and carry out oral and written direction
- Maintain files/records on client service and conduct regular internal audits in compliance with HIPAA, 42 CFR Part 2 and other funding requirements for audit purposes.
- Maintain appropriate boundaries with staff and partners; and adhere to SSG's Code of Ethics and OTTP's Core Values.
- Represent the Agency in a professional manner at meetings and community events
- Regular attendance required.
- Other duties as needed

TRAINING

- Assist with curating necessary trainings for case management teams
- Facilitate internal trainings for ICMS programs as appropriate
- Track and monitor trainings for case management teams
- Identify needed external trainings across ICMS programs
- Develop workshops and train staff to improve documentation and contract compliance
- Develops systematic way to monitor client files, HMIS and CHAMP data quality and integrity
- Facilitate ICMS onboarding and orientation process to incoming case managers

AUDITING & PROGRAM COMPLIANCE

- Assist with development of new processes as needed
- Audit DHS documentation and client files across ICMS per programs
- Track and monitor audited files per program
- Streamline all auditing processes across contracted DHS ICMS programs.
- Work collaboratively with the Quality Assurance and Data Teams
- Submit weekly and monthly reports on training objectives and internal auditing
- Ensure hard copy and electronic files are congruent.
- Work with Data Specialist to ensure data entry compliance into HMIS and CHAMP systems within 24-48 hours.
- Oversee and analyze collection of program data related to trends, productivity, contract performance, outcomes, demographics and integration efforts
- Coordinate and monitor program satisfaction, including the client flow process, case management engagement, and ongoing delivery of services

CASE MANAGEMENT SUPPORT

- Must be familiar with and able to provide support to case managers on program related documents including but not limited to: individual service plans, client assessments, Housing for Health documentation, and internal OTTP documents
- Consult and provide recommendations to Intensive Service Manager for corrective action plans as needed
- Provide guidance to case management staff on field-based practices
- Work with direct service staff to ensure maintenance of and accurate documentation in client files for service coordination/case management, housing placement, move in assistance, community re-integration and any other additional services provided

SECONDARY FUNCTIONS

Perform other duties as assigned by the Intensive Service Manager or Division Director

MINIMUM QUALIFICATIONS – Knowledge, Skills and Abilities Required

- Bachelor's degree from an accredited university AND three years' experience working in the social service field OR Master's Degree in Social Work, Psychology, or Social Science and 2 years' experience working in the social service field
- If in recovery, a minimum of three (3) years of being drug and alcohol free is MANDATORY.
- Must not be a current client of any SSG/OTTP programs
- Ability to work with clients from diverse cultural, ethnic, and socio-economic backgrounds.
- Verification of Employment Eligibility and Background Clearance
- Ability to communicate effectively, both written and orally.
- Valid driver's license and reliable transportation.
- Current proof of Auto Insurance required.
- TB test required (Not more than (3) months prior to or (7) days after date of hire and renewal

annually thereafter.

- CPR and First Aid Certification required within 30 days of employment with the company
- Experience using Microsoft Office Suite
- Ability to understand and carry out oral and written direction.
- Intermediate to Advanced knowledge of Excel, HMIS, and other database programs is desirable.
- Knowledge of various community based treatment providers is desirable.
- Full COVID-19 Vaccination status required prior to employment.

SUPERVISORY RESPONSIBILITIES

This position does not have any supervisory responsibilities.

ENVIRONMENTAL CONDITIONS (Working Conditions)

- Must be able to work in an environment with many priorities, busy, and fast paced.
- Must be able to problem solve, adapt to changes that are unpredictable.
- Must be able to work with highly aggressive clients.
- Must be able to work in office and field based

PHYSICAL REQUIREMENTS

The employee is expected to drive, sit, stand, walk, carry a maximum of 20lbs, listen, and speak in order to complete job requirements. Must be able to work in an environment with many priorities, busy, and fast paced.

MENTAL REQUIREMENTS

The incumbent in this position must be able to accommodate to all of the following: constant distractions, interruptions; uncontrollable changes in priorities/work schedules; think conceptualize and handle stress.

Contact Information:

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Please submit resume and cover letter via email by 1/24/25

Posted: 1/13/25; End Date 1/24/25