

## **Client Support Coordinator**

**Reports to: Executive Director**

**Salary range is \$28-34/hr**

**Schedule: Up to 14 hours per week**

**Areas of Responsibility: Describe** Other duties as assigned.

### **Compliance**

- Assist with Medicaid renewal process - every five years (2025, 2030, 2035)
- Understand the laws regarding 501(c)(3) nonpartisanship

### **Billing**

- Ensure all medicaid hours are accurate and line up with the daily log-in sheets

### **Business Operations**

- Support day-to-day operations when the Executive Director is not available
- Support operational goals of the strategic plan and the annual work plan
- Assist with all special events (can include evenings and weekends)
- Follow established SOP's
- Participate in all staff meetings and trainings

### **Day-to-Day Support**

- Develop and maintain effective working relationships with participants, co-workers, family caregivers, and the community
- Chart/log Daily Attendance and Activity sheet, and other paperwork as identified
- Assist in identifying participants' strengths and challenges to develop a Care Plan identifying physical and or cognitive deficits or skills
- Must be able to learn/understand the needs of participants regardless of age or disability
- Plan activities that emphasize participants' abilities to contribute to their sense of belonging, competence, and accomplishment
- Ability/willingness to teach a variety of crafts, music, games, exercise, plan, and participate in adventures outside the facility
- Ensure the safety and comfort of participants while assisting in providing a nurturing environment where participants feel safe and secure
- Exhibits courtesy, compassion, and respect to participants, co-workers, caregivers, and volunteers
- Provide care to those unable to care for themselves. Examples: assist with meal/fluid intake, transfers, toileting, ambulation, exercise, use infection control/prevention techniques, including hand washing

### **Required Qualifications**

- Bachelor's degree preferred or equivalent work experience
  - Experience with email platforms and registration systems
  - Experience managing data and government (grant) compliance
  - Strong organizational skills and attention to detail
  - Must be able to read, write, and understand English
  - Desire to work cooperatively as part of a team
  - Must be able to lift a minimum of 40 lbs without restriction, and occasionally shower participants.
- 
- Adaptable to changes in the work environment, manages competing demands, and handles frequent changes, delays, or unexpected events positively
  - Proven ability to identify and resolve problems promptly

- Professional verbal and written communication skills, and the ability to effectively communicate
- Valid Colorado Driver's License and reliable transportation
- Ability to pass a CNCS criminal background check
- First Aid/CPR/AED certified within 60 days of employment
- QMAP Certified (preferred or willing to obtain) within 30 days of hire
- CNA, LPN, or RN license, preferred
- Minimum one year experience (volunteer or employed) in a special population setting (adult day, acute or long term care, school-specific to DD/special needs, home care, etc) or other qualifications

**Benefits**

PTO, holiday pay, and sick time for employees working over 20 hours per week