



Kay Ivey
Governor

STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
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Kimberly G. Boswell
Commissioner

EMPLOYMENT OPPORTUNITY

JOB TITLE: Support Coordinator Manager

OPEN DATE: 03/29/2024

CLOSE DATE: 04/12/2024

JOB LOCATION: Department of Mental Health
Region I Community Services
401 Lee Street North East, Suite 150
Decatur, Alabama 35403

NUMBER: 24-14

JOB CODE: A6500

SALARY

- Range 78 (\$54,290.40 - \$91,269.60 Annually).
- Salary will be commensurate with experience. Limitations apply to current State employees.

BENEFITS

- 12 paid holidays.
- 1 personal leave day accrued each January.
- 13 sick leave days.
- 13 annual leave days accrued in the first year of employment.
- Longevity bonus annually after 5 years of employment.
- Very low-cost health and dental insurance through the [Alabama State Employee Insurance Board](#).
- Defined retirement benefit (not impacted by economic downturns) and a pre-retirement death benefit through the [Retirement Systems of Alabama](#).
 - After 1 year, the minimum amount of the pre-retirement death benefit paid to your designated beneficiary is at least equal to your current or previous fiscal year annual salary.

MINIMUM QUALIFICATIONS

- Master's degree in a human services field.
- 48 months or more experience in the identification, collaboration, and coordination of resources and/or services for individuals with disabilities within a community mental health program or comparable setting.

OR

- 24 months current permanent status as a Mental Health Specialist II performing duties as indicated above.

Human services field includes the following disciplines: Social Work, Psychology, Criminal/Juvenile Justice, Special Education, Sociology, Speech Education, Rehabilitation, Counseling, Speech Pathology, Audiology, Nursing, Physical or Occupational Therapy, and any related academic disciplines associated with the study of Human Behavior, Human Skill Development, or Basic Human Care Needs.

KIND OF WORK

- Oversees all functions of the Community Waiver Program(CWP) Support Coordination (SC) services in the designated Region.



- Provides daily leadership, direction, supervision, and support to Support Coordinators within Region I.
- Assists with waiver intake eligibility and outreach as needed.
- Provides supervision and training to CWP Support Coordinators including review of PCPs completed by CWP Support Coordinators.
- Completes the initial comprehensive strength-based social assessment and identifies the person's potential for health and safety concerns in the areas of employment or other economic conditions.
- Participates and encourages colleagues to engage with external community committees, workgroups, and events as available.
- Monitors the effectiveness of the psycho-social related interventions and supports.
- Develops and supports successful working relationships among colleagues to promote collaboration, productivity, and retention to maintain an effective and professional work environment.
- Assesses utilization and the quality of support coordination for individuals served.
- Utilizes critical thinking skills to analyze and categorize data and information to determine consequences and identify and select alternatives.
- Promotes the department's mission, initiatives, and AC directives by exhibiting leadership qualities that create an environment of professionalism, credibility, trust, transparency, and support internally among all department staff and externally among all stakeholders.
- Manages strategic aspects of assigned projects to mitigate risk.
- Communicates with internal and external stakeholders utilizing various methods of written and verbal communication.
- Develops and supports successful working relationships among colleagues to promote collaboration, productivity, and retention to maintain an effective and professional work environment.
- Ensures compliance with federal and state laws, rules, and regulations, including Medicare, Medicaid, and Social Security benefits programs.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge and experience to effectively build teams and apply collaborative strategies across organizational divisions and with external partners.
- Knowledge of and ability to apply organization, administration, and management principles.
- Knowledge and understanding of the care management core competencies, policies, procedures, and guidelines.
- Knowledge of related federal and state laws, rules, and regulations, including Medicare, Medicaid, and Social Security benefit programs.
- Ability to exercise the judgment, decisiveness, and creativity required in situations involving the direction, control, and planning of an entire program or multiple programs.
- Ability to establish and maintain effective working relationships, and collaborate with a variety of individuals, both internally and externally.
- Ability to empower a team and maintain a positive teamwork atmosphere.
- Ability to plan, prioritize, and organize work efficiently; work under pressure and deadlines, analyze problems, propose reasonable solutions, make logical decisions, carry out decisions made, and follow up with feedback as appropriate.
- Ability to assess and address deficits in Support Coordinators' competencies including person-centered planning, resource allocation decision-making, risk assessment and mitigation, and other core functions of care management.
- Ability to analyze and categorize data and information to determine consequences and identify and select alternatives.
- Ability to advise and interpret the application of policies, procedures, and standards.
- Ability to supervise and provide leadership to Support Coordinators.
- Ability to work independently or as part of a team.

- Ability to apply creative and critical thinking.
- Ability to plan, organize, prioritize, and implement projects.
- Ability to effectively communicate utilizing various methods of written and verbal communication, meeting leadership, and facilitation.

METHOD OF SELECTION

- Applicants will be rated based on an evaluation of their job-related training, abilities, experience, and education, and should provide adequate work history identifying experiences related to the duties and minimum qualifications as mentioned above.
- All relevant information is subject to verification.
- **Drug screening and security clearances will be conducted on prospective applicants being given serious consideration for employment whose job requires direct contact with patients.**

[Click Here to Apply Now:](https://laserfiche.alabama.gov/Forms/ADMH-Job-Application)

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Only work experience detailed on the application will be considered. Applications should be submitted by the deadline to be considered. Announcements open until filled will remain open until a sufficient applicant pool is obtained. Applications should be submitted as soon as possible to ensure the application will be considered for the position. Copies of License/Certifications should be uploaded with your application. A copy of the academic transcript is required. Appointment of successful candidate will be conditional based on receipt of the official transcript provided by the school, college, or university.