



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: 03/01/2024

CLOSE DATE: Until Filled

JOB LOCATION: Department of Mental Health
Region V Community Services
631 Beacon Parkway West, Suite 211
Birmingham, Alabama 35209

NUMBER: 24-10

JOB CODE: T4200

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 Support Coordinator Senior performing the 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.

SPECIAL REQUIREMENTS

- Must have a valid driver's license to operate a vehicle in the state of Alabama.
- Moderate daytime travel within Region III and occasional overnight travel is required.



KIND OF WORK

- Provides leadership, direction, supervision, and support to assigned staff.
- Develops and supports working relationships among colleagues.
- Engages and encourages colleagues in creative and collaborative thinking and empowers and supports the autonomy of colleagues to meet goals and objectives.
- Assesses utilization and the quality of support coordination to ensure that needs are being met.
- Analyzes and resolves quality and customer services problems, identifying trends and recommending solutions and system improvements.
- Ensures that policies and procedures are appropriately implemented and in compliance with guidelines, policies, and procedures.
- Provides support coordination with a person-centered perspective and process.
- Ensures effective and timely communication with the individuals and their families.
- Provides technical assistance to department staff and/or community providers involved with service delivery.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge and ability to effectively build teams and apply collaborative strategies across organizational divisions.
- Knowledge of and ability to apply organization, administration, and management principles.
- Knowledge and understanding of the care management core competencies, policies, and procedures.
- Knowledge of state and federal laws, rules, and regulations surrounding Mental Health, Medicare, Medicaid, Social Security, and HIPPA.
- Knowledge of Home and Community-Based Waiver services.
- Knowledge of person-centered planning practices, processes, and assessment tools.
- Ability to supervise and evaluate the work of others.
- Ability to empower a team and maintain a positive teamwork atmosphere.
- Ability to manage complex and challenging situations.
- Ability to advise and interpret the application of standards, policies, and regulations.
- Ability to analyze and categorize data to determine consequences and identify solutions.
- Ability to manage and prioritize multiple tasks and deadlines.
- Ability to establish and maintain positive relationships with individuals, families, agency representatives, and the general public.
- Ability to adapt to change and act as an agent of change.
- Ability to effectively communicate in a clear and concise manner, both verbally and in written form.
- Provide technical assistance to department staff and/or community providers involved with service delivery.
- Ability to work independently or as part of a team.

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>

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.