



**Job Title:** Personal Choices Coordinator  
**Reports To:** Personal Choices Supervisor  
**FLSA Status:** Full-Time, Exempt  
**Department:** HCBS  
**Location:** M4A

### **Position Summary: Personal Choices Coordinator**

The Personal Choices Coordinator enrolls clients in the Personal Choices Program, counsels and educates clients and develops their support plan and budget; assesses quality of services and the need for continuation of service; maintains detailed service records and prepares reports to the Alabama Department of Senior Services; performs assessments, conducts home visits, monitors clients' services, and provides case management to MWS E&D clients.

The Personal Choices Coordinator must adhere to ethical behavior and HIPAA; establish and maintain positive working relationships; communicate effectively; and foster teamwork.

### **Essential Duties and Responsibilities:**

- Manage a case load of up to 70 Personal Choices clients.
- Coordinate program and resource development.
- Contact potential clients to discuss program requirements, client responsibilities and, if appropriate, arrange in-home visits.
- Provide orientation and training relative to the responsibilities and requirements of the Personal Choices program.
- Assist and guide clients in the development of their personal support plan, which addresses methods to meet their personal assistance and related health care needs.
- Evaluate and approve personal support plan when all service and safety measures comply and the budget has established a spending plan based on a reasonable costs and allocation of dollars.
- Forward personal support plan to the Personal Choices Program Manager at the ADSS for approval. After application is approved, sends notification to the Financial Management Service Agency.
- Monitor monthly budget expenditure reports from the FMSA to ensure adherence to the approved personal support plan and to detect spending patterns that may indicate issues with care, health, and safety.
- Make monthly calls to new enrollees to assess quality of self-directed care, provide supports as needed, and help ensure essential needs are being met.
- Conduct semiannual in-home visits to further assess quality of care and client safety.
- Collaborate with clients' case managers to ensure the continued health and safety of the client.
- Maintain records on each client enrolled. This record includes documentation of each client contact, progress notes, and monitoring contacts in narrative form. Record must also include signed copies of clients' Freedom of Choice and Informed Consent forms as well as the Personal Support Plan and Representative Designation, if applicable.
- Represent the Area Agency on Aging in presentations, on committees and work groups, and in all other matters relating to the Personal Choices program.



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- Oversee and document the service delivery of the MWS Elderly and Disabled Waiver to caseload.
- Perform other duties as assigned.

**Knowledge, Skills, and Abilities** (*\*can be acquired on the job*)

- Ability to effectively interpret policies and procedures established by applicable projects.
- Comprehend the goals, objectives, and regulations of the program.
- Ability to analyze program guidelines and make decisions.
- Knowledge of English grammar, spelling and punctuation.
- Ability and experience in expressing ideas effectively both orally and in writing.
- The ability to establish and maintain effective working relationships with staff, sponsors, state agencies, contractors, clients and their families.
- Good record keeping skills.
- Demonstrated Microsoft Office expert skill level and ability to quickly and proficiently learn new software.
- Ability to develop and/or manage multiple projects.

**Education / Experience:**

- Bachelor's Degree in social work, psychology or related field required.
- Experience in social work, especially the geriatric population, preferred.
- At least one (1) year of experience as an Elderly & Disabled (Medicaid Waiver) Program Case Manager required.

**Essential Functions / Physical Requirements:**

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- Ability to "drive" to locations necessary to accomplish for position / program work.
- Ability to occasionally lift and/or move up to 10 pounds.