



Waiver Service Coordinator **JOB DESCRIPTION**

The **Waiver Service Coordinator** is responsible for conducting in-home assessments, identifying support systems, and coordinating long-term services under the MyCare Ohio Waiver Program. This role ensures that individuals receive appropriate care in home and community-based settings.

Pay Range: \$60,000

Classification: Full-Time, Exempt

Department/Sub-Department: Operations / Waiver Services

RESPONSIBILITIES

- Conduct comprehensive in-home assessments to determine members' biopsychosocial needs, functional impairments, and available support systems.
- Identify and address health and safety risk factors, ensuring appropriate services and interventions.
- Provide ongoing monitoring of members' needs, strengths, and service plans to maintain their health and safety.
- Develop and implement Person-Centered Service Plans with input from members and caregivers to enhance quality of life.
- Participate in Interdisciplinary Care Team (ICT) meetings with caregivers, physicians, and other stakeholders.
- Modify service plans as needed based on changing member needs and goals.
- Coordinate MyCare Waiver services while adhering to payer sequencing requirements.
- Communicate with service providers to resolve delivery issues and validate current service plans.
- Maintain ongoing contact with caregivers, family members, and other support individuals to ensure compliance with service plans.
- Advocate for members and caregivers as needed.
- Monitor financial eligibility for Medicaid waiver-funded programs and ensure compliance with general Medicaid eligibility criteria.
- Conduct annual reassessments of Medicaid Waiver eligibility or more frequently if required due to status changes.
- Prepare and participate in annual Care Management/Waiver Service Coordination audits.
- Assist in the disenrollment process, educating members on reasons and appeal rights.
- Maintain accurate and timely documentation in accordance with program requirements.
- Ensure compliance with confidentiality regulations regarding member data and records.
- Demonstrate regular and predictable attendance.
- Promote positive employee relations and excellent customer service.

QUALIFICATIONS

- Licensed Social Worker (LSW) or Registered Nurse (RN) with an active, unencumbered Ohio license.
- Minimum of one (1) year of experience in home care, disability services, or case management.
- Experience conducting health/social interviews and knowledge of human behavior, family dynamics, and community resources.

REQUIREMENTS

- Maintain reliable transportation, a valid driver's license, and auto insurance.
- Undergo and pass a Motor Vehicle Record (MVR) check at least annually.
- Utilize agency-provided equipment, including dual monitors, for simultaneous database use.
- Adhere to AOoA confidentiality and HIPAA guidelines regarding client data.
- Maintain an unrestricted Licensed Social Worker (LSW) or Registered Nurse (RN) license (failure to do so may result in immediate termination).



- Obtain and maintain Ohio Department of Aging certification.

PHYSICAL DEMANDS/WORK ENVIRONMENT

Works typically in an office, a climate-controlled setting. Work is primarily office-based with occasional travel for community outreach and assessments. Must be able to sit, stand, and work on a computer for extended periods. Requires occasional lifting of materials up to 25 pounds.

Waiver Service Coordinator BENEFITS

- Medical Insurance
- Dental Insurance
- Vision Insurance
- Company-Sponsored Life Insurance
- 403B with company match
- Paid Time Off and Personal Time Off
- Continuing education and certification assistance
- Long- and Short-Term Disability
- Employee Referral Bonus

Hiring is contingent upon the successful completion of the drug screen, background, and reference check. Area Office on Aging is a drug-free workplace. The position shall be terminated if funding is not available.

EEO Statement

Area Office on Aging (AOoA) is an equal employment opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.