

## MIDLAND EMPIRE RESOURCES FOR INDEPENDENT LIVING

### JOB DESCRIPTION

**Title:** Consumer Directed Services Specialist (Home Visits)

**Reports To:** Consumer Directed Services Director

**Supervises:** None

**FLSA/Employee Status:** Regular Full Time; Non-Exempt

**Purpose:**

This job description defines the typical responsibilities for the purpose of outlining duties and to determine job classification. It does not limit the supervisor or Chief Executive Officer from assigning other duties as the nature of the organization's business needs may change.

**General Job Description:** This individual provides direct support to participants needing basic Independent Living Skills (ILS) services and Consumer Directed Services (CDS). This individual will direct his/her work in the spirit and intent of the independent living philosophy.

**Essential Function: Service Coordination and Support**

Provide coordination and monitoring of services to participants in relation to basic ILS and CDS services.

**Criteria for Success/Accountability:**

- Provide training to participants regarding their responsibilities and requirements of the CDS program
- Assist participants as needed with technical assistance for the purpose of training the attendants regarding their responsibilities and requirements of the CDS program
- Monitor compliance of participants for CDS through scheduled and unannounced home visits as required
- Assist with electronic visit verification setup and troubleshooting, and also provide training to participants and their attendant employees as requested
- Document all contacts with participants in appropriate databases or spreadsheets, ensuring that service participant documentation is accurate, thorough, and completed in a timely manner according to agency standards, service, accreditation, and regulatory authority requirements

- Assist service participants with regard to the five core IL services: (1.) information and referral, (2.) independent living skills training, (3.) transition services (youth and nursing home), (4.) peer support, and (5.) advocacy
- Provide services in accordance with regulatory authority requirements, funding source requirements, accreditation requirements, and legal requirements
- Report suspected instances of abuse, neglect, or exploitation to the appropriate state department in accordance with agency standards and law
- Assess customer satisfaction by conducting participant satisfaction surveys or other required methods

#### Essential Skills:

- Strong interpersonal skills
- Ability to maintain accurate and organized records
- Ability to complete all paperwork and reports according to established deadlines
- Ability to communicate well, orally and in writing (accommodations are available for those with communication-related disabilities)
- Ability to communicate effectively and tactfully with diverse and multi-cultural individuals, being nonjudgmental and respectful of the confidential nature of the job
- Good reading comprehension and analytical skills
- Ability to develop an extensive knowledge of community resources
- Ability to create and maintain professional helping relationships
- Ability to teach others problem-solving and coping skills to facilitate and enhance their ability to live independently
- Ability to meet with participants on a regular basis to ensure a continuum of services and to monitor the effectiveness of services
- Basic computer skills and the ability to learn new databases
- Ability to travel to a nine-county area, or beyond if necessary
- Ability to be flexible and multitask
- Ability to handle stressful situations and conflicts as they arise

#### **Essential Function: Other Departmental Requirements**

##### Criteria for Success/Accountability:

- Participate in special activities, work groups, committees, and other duties as assigned
- Accept and complete referrals for TAP, ILS, and CDS services as needed
- Communicate with supervisor and peers to ensure office coverage during regular business hours
- Provide support and backup for the front desk, as needed
- Promote a positive and open team environment
- Accept other duties and assignments as needed to enhance and maintain workflow
- Participate in organizational meetings and trainings as required

- Comply with applicable laws and regulations, established agency policies and procedures, and professional standards
- Maintain participant confidentiality as required by law
- Act as a representative for other MERIL specialists in their absence

### **Essential Function: Outreach**

Criteria for Success/Accountability:

- Participate in outreach, networking, public presentations, and other means to educate the public about the services provided by MERIL
- Serve on interagency councils and committees, as appropriate
- Attend legislative forums, as appropriate, to educate elected officials about the services provided by MERIL
- Distribute brochures and other materials to promote MERIL services in the coverage area

### **Essential Function: All MERIL Staff Expectations**

Professionalism & Work Ethic:

- Arrive on time for all work activities
- Remain productive throughout the work period
- Dress appropriately for the work situation
- Establish priorities while remaining flexible when faced with schedule changes, interruptions, or the need to deal with difficult situations
- Keep confidential information confidential
- Travel as required
- Demonstrate personal integrity and sound judgment
- Work beyond “normal” work hours and in other positions temporarily when necessary
- Demonstrate the desire to make a direct and significant impact in the lives of service participants and staff
- Demonstrate sound time management and organizational skills
- Demonstrate enthusiasm and optimism for your work and the organization

Problem Solving & Critical Thinking:

- Demonstrate a desire to learn new skills and applying those new skills to promote efficiency
- Actively pursue and participate in performance improvement activities
- Actively participate in long-range and strategic planning
- Seek new methods, work principles and creative solutions to issues, concerns and problems
- Continuously assess the effectiveness of work and service processes, and make changes when needed

Teamwork & Collaboration

- Seek the perspectives and knowledge of others
- Demonstrate the willingness to share knowledge and expertise with others
- Seek opportunities to help others and volunteer to help others
- Engage in active and careful listening to others
- Share ideas, thoughts, and concerns in an honest and respectful way

**Authority Delegated:**

This position has no supervisory responsibilities. Responsibilities are carried out in accordance with the organization’s policies and procedures, regulatory authority and certification standards, and law.

**Minimum Qualifications:**

- Relevant experience, or a Bachelor’s degree in social work, psychology, or a related human services field
- Ability to lift and deliver equipment (accommodations are available to employees who need them)
- Sufficient knowledge of Medicaid, Medicare, Social Security benefits, Veterans benefits, and community resources, in order to refer people with disabilities to the appropriate resources
- Ability to access participant homes that may have steps, unlevelled surfaces, or other obstacles
- Ability to travel, valid driver’s license, and current vehicle insurance

**Employee Sign Off:**

The employee is expected to adhere to all agency policies, procedures and practices. The employee is required to act as a role model in the adherence to agency policies and procedures.

I have been informed of the location of agency policies and procedures and understand my responsibilities to adhere to those policies and procedures.

I have read and understand the essential functions of this job description.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_