

Southern Tier Independence Center Job Description

Position: CDPA Consumer Services Specialist 2

Hours: Non-exempt, Full-time 40 hours per week

Revised: 6/2016

Qualifications:

1. Associates Degree in Health or Human services and experience working with people with in the disability community or an equivalent combination of education and experience.
2. Ability to effectively interact and work with individuals from diverse backgrounds.
3. Ability to multi-task and work effectively in both a team and individual setting.
4. Excellent conflict resolution skills.
5. Excellent interpersonal and communication skills.
6. Excellent computer skills and knowledge of Microsoft Office applications.
7. Excellent attention to detail and organizational skills.
8. Strong commitment to the integration of people with disabilities into all aspects of community life
9. Valid Driver's License and a reliable vehicle.

Responsibilities:

1. Extensive travel throughout multi-county service area.
2. Work a flexible schedule that may include early mornings and evenings.
3. Prepare paperwork for annual home visits for staff conducting home visit or mail to consumer/DR as necessary.
4. Conduct CDPA consumer intake meetings, 90-day service home visits and annual home visits and complete required documentation and follow-up as necessary.
5. Train consumers in all program policies and procedures. Offer referrals to peer counseling and other agency and community supports as appropriate.
6. As needed and appropriate, assist consumers with: recruiting/training/scheduling personal assistants; developing job descriptions and work plans; enhancing supervisory, personnel, management and other skills.
7. Monitor consumer's fulfillment of the Consumer Participation Agreement and follow up on issues that arise including use of hours, spend downs, etc.
8. Provide personal assistants with CDPA program orientation as needed. Verify that personal assistants have completed all CDPA and Human Resources orientations and submitted required medical documentation before they begin working. Notify both personal assistants and consumers as to when a personal assistant is authorized to begin working.
9. Maintain contact with consumers through phone calls as needed.
10. Review incoming CDPA mail and respond or distribute to other members of the CDPA Department.
11. Immediately report actual or suspected consumer and personal assistant misuse of the program and/or fraud to the Assistant Director.
12. Periodically review procedures and policies and make recommendations to the Assistant Director.
13. Work cooperatively with Broome County CASA/OFA, Tioga County DSS and Managed Care Organizations and Managed Long Term Care Organizations to maintain program quality.
14. Accurately generate and process FYIs as necessary to notify CDPA staff, HR and Billing of Consumer/PA status changes.
15. Maintain program service records and assist with periodic audits of program files.
16. Attend all mandatory agency trainings, meetings, sign language class and advocacy groups.
17. Collect and enter statistical and other data and prepare and submit required reports in a timely manner.
18. Act as a back-up for members of the CDPA Department and perform related tasks as required.

Southern Tier Independence Center, Inc. is an equal opportunity employer. It is our policy to hire the best-qualified applicant for the position, without regard to race, creed, color, national origin, age, disability, marital status, gender, religion, veteran status, sexual orientation, genetic disposition or carrier status.