

Southern Tier Independence Center  
Job Description

**Position:** Consumer Directed Personal Assistance (CDPA) Program Assistant

**Hours:** Non-exempt, Full-time 35 hours per week

**Updated:**10/2018

**Qualifications**

1. Associates Degree in clerical or administrative field and two years of experience in a clerical or administrative position, strongly preferred. An equivalent combination of education and experience may be substituted.
2. Ability to multi-task, plan and prioritize work tasks and work effectively in both a team and individual setting.
3. Excellent interpersonal and communication skills.
4. Excellent computer skills and knowledge of Microsoft Office applications.
5. Excellent attention to detail and organizational skills.
6. Knowledge of community based long term care services preferred.
7. Strong commitment to the integration of people with disabilities into all aspects of community life.

**Responsibilities:**

1. Accurately file and maintain CDPA program service records, CDPA and Habilitation timesheets, in a timely manner.
2. Upon receipt of a referral, prepare consumer intake packet for initial visit and distribute paperwork to appropriate parties after the intake visit is completed.
3. Prepare and maintain personal assistant orientation packets.
4. Mail out job descriptions for signatures and follow up on those that are not returned. Disperse and file job descriptions as appropriate.
5. Review incoming CDPA mail and respond or distribute to other members of the CDPA Department.
6. Collect information from consumers and post available personal assistant positions online.
7. Assist with periodic audits of program files.
8. Work cooperatively with Broome County CASA/OFA, Tioga County DSS and Managed Care Organizations to maintain program quality.
9. Provide personal assistants with CDPA enrollment meetings as needed. Verify that personal assistants have completed all CDPA and Human Resources enrollment meetings 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.
10. Maintain contact with consumers through phone calls as needed.
11. Follow-up on pending consumers and personal assistants and track information in shared spreadsheet.
12. Immediately report actual or suspected consumer and personal assistant misuse of the program and/or fraud to the Assistant Director, Executive Director or Quality Management Specialist.
13. Accurately generate and process FYIs to notify CDPA, HR and Billing of consumer/PA status changes.
14. Produce and/or assist with agency and departmental bulk mailings.
15. Provide general clerical support and assistance to the CDPA department and the agency as needed.
16. Apply postage to outgoing mail for the agency daily.
17. Attend all mandatory agency trainings, meetings, sign language class and advocacy groups.
18. Collect and enter statistical and other data and prepare and submit reports as needed
19. Act as a back-up for members of the CDPA Department and perform related clerical 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.