

COMMUNITY WAIVER LEAD MANAGER/DHI Lead

REPORTS TO: Director of Services

SUPERVISES: Community Waiver DSP, DSP Specialist

JOB OBJECTIVES: Supervision and coordination of Community Waiver and DHI

STATUS: Non-Exempt - refer to personnel policies for detailed explanation.

ESSENTIAL JOB FUNCTIONS:

- Follow and reinforce agency policies and procedures related to personnel and health and safety;
- Assign, direct, supervise, schedule, instruct, train, counsel, discipline, coordinate, and evaluate subordinate(s);
- Interview, evaluate, and recommend individuals for hire as needed to utilize authorized services;
- Facilitate DHI- Day Habilitation Individual;
- Complete client surveys for community-based and residential clients;
- Complete visits to Community Waiver homes/sites
- Ensure a positive and cooperative relationship among staff, clients, and families/guardians/advocates;
- Review and approve departmental weekly billing notes and assure the correlation of approved units of service and staff hours worked per client's Plan of Care;
- Prepare, complete, and process requested reports, logs and paperwork in accordance to all funding source audits;
- Completes semi-annual Outcome Management reports
- Attends annual client meetings for those on Community Waiver Program
- Communicate, verbally and in writing, with supervisor, co-workers, clients, and client families;
- Work independently and/or with a team on special and/or ongoing projects;
- Cooperate and coordinate with other staff in a positive, supportive way;
- Maintain agency files, records and equipment in an orderly manner;
- Attend and participate in meetings, in-services, and other job-related training as required;
- Follow JRDS Client Information Privacy & Security policies and procedures;
- Serve as client advocate to ensure clients' civil and human rights are protected;
- Report all cases of suspected abuse, neglect, exploitation, discrimination, or harassment immediately.
- Other duties as assigned.

CRITICAL SKILLS/KNOWLEDGE/ABILITIES:

- Thorough knowledge of procedures used in performing duties;
- Working knowledge of agency policies, procedures and guidelines;
- Working knowledge of English grammar, spelling, punctuation and written composition;
- Ability to effectively organize, prioritize/complete multiple tasks, pay attention to detail, and meet deadlines;
- Ability to effectively communicate verbally and in writing and develop and maintain cooperative and productive work relationships with supervisor, co-workers, clients, client families, vendors/suppliers, board of directors, and the general public;
- Ability to perform supervisory functions: plan, organize, direct instruct, review, train, counsel and discipline, appraise performance and other personnel-related functions;
- Ability to write legibly, complete and maintain required paperwork;
- Ability to effectively prioritize and organize work and follow-through;
- Ability to anticipate problems and initiate corrective action;
- Ability to make practical application of policies and procedures to assigned tasks;
- Ability to use effective telephone communication skills;
- Ability to legally operate motor vehicles;

JOB STANDARDS: Prefer degree in Human Services and two years experience in related position. May

substitute formal education for equivalent experience. Must have excellent computer, organizational, and written/verbal communication skills. Supervisory experience preferred. Must have valid driver's license and acceptable driving record. Excellent work references required.

EQUIPMENT: Must be able to operate general office equipment, including multi-lined telephone system, typewriter, computer/printer, copier, facsimile, and calculator. Must be able to legally operate a motor vehicle.

RESPONSIBILITY: Work is broad in scope and involves complex program elements, which requires critical and analytical abilities. Supervisory contact is on a regular basis, with supervisor providing direction in the non-routine situations and may provide detailed instructions. Generally, determines own priorities and accomplishes duties and assignments according to own schedule. Assignments are usually carried out using standardized procedures. When specifications and guidelines do not exist, good judgment should be used in selecting and adapting methods or procedures to fit unusual or complex situations. Essential job functions (expectations) are subject to change per state regulations and/or client or program needs.

HEALTH AND SAFETY: Employee is to assure health and safety of self and others by following all applicable agency policies, laws and regulations. The following policies apply: posted health and safety policies, Accident Reporting Policy, Emergency Action Plan; however, this list is not all-inclusive and may be changed as required. All staff are evaluated on health and safety, and will be disciplined for violating policies. Employee is to participate in required training, which may include appropriate agency drills (i.e. fire, tornado, evacuation, etc.).

PERSONAL RELATIONSHIPS: Duties are performed alone and with others and interacting with supervisor, co-workers, clients, client families, suppliers/vendors, board of directors and general public in a cooperative effort to achieve objectives and answer questions.

PHYSICAL EFFORT: Employee is required to perform duties while sitting, standing, walking, bending and lifting; must possess good vision, hearing, color and peripheral perception; performs repetitive motions requiring manual dexterity; may encounter eye or neck/back strain. Employee must be able to verbally communicate/speak clearly to perform reception and telephone answering duties.

WORKING ENVIRONMENT: Work is performed in modern office environment. Employee may encounter verbal aggression from public/consumers.

WORKING ATTIRE: Agency dress code should be followed per Personnel Policies and Procedures manual. Conventional business attire to be worn when representing the agency with the clients, co-workers, board of directors or the public.

Signatures below indicate review of the job description

Employee

Date

Supervisor

Date