

JOB DESCRIPTION

Position: Skills Trainer (PCM)

Reports To: PCM Manager

Supervision exercised: None

Company: Center for Living & Working, Inc. (CLW) is located in Worcester, Massachusetts and is a 501 (c)(3) non-profit agency founded in 1975 by a core group of young adults with disabilities. CLW is a consumer-directed, multi-programmed, multifaceted agency, dedicated to the empowerment of all persons with disabilities to live as independently as possible. CLW provides four core services: Advocacy, Skills training, Peer support and Information and Referral.

Exempt or Non-Exempt Status: Non Exempt

Responsibilities:

- Provide information, orientation and determine basic eligibility to persons with disabilities seeking Personal Care Assistant (PCA) Services through the Medicaid Personal Care Attendant Program.
- Liaison to consumer while going through the evaluation process to receive approval and services from the Medicaid PCA Program.
- Assist consumer in identifying other community resources that may strengthen their choice for independence.
- Complete an initial assessment with consumer in their home/residential setting to determine their level of ability to manage their program.
- Provide skills training to consumers having an active Prior Authorization following the approved Medicaid curriculum, educating them on all phases of the PCA Program to include: how to be an employer, hiring of PCAs, management of PCA payroll and the paperwork connected with the process and how to manage the personal care program.
- Recruit or engage individual consumers to attend advocacy events.
- Troubleshoot for and with the consumer regarding issues with their individual program which could include one or more of the four core services: peer support, skills training, advocacy and information and referral. Be alert and responsive to areas of program misuse, fraud and obligations to report abuse and neglect.
- Prepare and submit required paperwork on a timely basis according to the Medicaid Personal Care Attendant Program Contract and CLW's timelines for deliverables. Provide updates on current aspects of each person listed on assigned consumer list.
- Complete documentation of all contact with/and regarding consumers in a timely manner.
- Maintain organized up- to- date consumer files.

- Maintain working relationship between PCA Program and Fiscal Intermediaries (FI) including, but not limited to, resolving member complaints and sharing information with FI as needed.
- Assist with the development and maintenance of an approved PCA manual and Standard Operating Procedure.
- Participate in all Department meetings and trainings related to the Medicaid PCA Program.
- Other duties as assigned by PCM Manager.

Essential Functions:

This position requires frequent communication (orally and/or in writing) with consumers, staff, medical providers, state agencies, business partners/vendors and other third parties;

This position requires the ability to understand the requirements of the PCA program and to be able to assess, teach, evaluate, direct, and refer the consumer/guardian/surrogate regarding the scope and responsibilities of the program;

This position requires the ability to travel within service area and beyond as needed;

This position requires the ability to accurately enter information into database;

This position requires the ability to use office machinery, including calculators;

This position requires the ability to maintain strict confidentiality.

Preferred Qualifications:

Education

High School or equivalent (GED) required; Associate Degree preferred.

Relevant experience may be substituted for educational requirements

Experience

1-3 years of direct patient contact, preferably individuals with disabilities.

Excel, Microsoft Office, data base management

Working in or involved with the disability community

Bilingual preferred

Possess the ability to:

Work independently and as a team member

Work effectively with individuals with diverse disabilities and cultures

Prioritize and meet deadlines

Problem solve

Take direction and understand consequences of action

Familiarity with:

Independent Living issues and philosophy;

Community resources and local service system for persons with disabilities and how to arrange for services;

MassHealth, state agencies and provider service system available to serve individuals with disabilities/older persons);

This job description is subject to change at any time.

Individuals with disabilities strongly encouraged to apply