

## **JOB DESCRIPTION**

**Position:** PCM Support Skills Trainer (Bilingual-Spanish)

**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

- Maintain in-depth understanding and remain current on all aspects of MassHealth PCA Program and eligibility criteria.
- Provide in-office and telephonic skills training to consumers that have an active Prior Authorization following the approved MassHealth 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.
- Provide back up to the Information & Referral Specialist or Front Desk Receptionist.
- Complete documentation of all contact with/and regarding consumers in a timely manner.
- Complete time sensitive data entry into MassHealth's Long Term Support and Services (LTSS) Portal.
- Assist the PCM Department with Administrative Tasks such as filing, copying, data entry and other day to day processes or projects.
- Other duties as assigned.

### **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 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.

**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.

**Possess the ability to:**

Work independently and as a team member.

Work effectively with individuals with diverse disabilities and cultures.

Prioritize, meet deadlines while maintaining a high degree of accuracy.

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.

**This job description is subject to change at any time.**

*Individuals with disabilities strongly encouraged to apply*