

JOB DESCRIPTION

Position: Personal Care Management (PCM) Intake and Referral Specialist

Reports To: PCM Manager

Supervisory Responsibilities: 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 five core services: Advocacy, Skills training, Peer support, Information and Referral and Transitions.

Exempt or Non-Exempt Status: Non Exempt

Responsibilities:

- Obtain all relevant information to determine eligibility and refer individuals for intake, as appropriate.
- Collect and document complete and accurate demographic, medical, health insurance and other ancillary information on individuals interested in the MassHealth PCM Program.
- Ensure the completion of the intake process by tracking and following up on required components through excel spreadsheets.
- Maintain in-depth understanding and remain current on all aspects of MassHealth PCM Program and eligibility criteria.
- Provide Information and Referral (I&R) and at times Information and Orientation (I&O) for individuals requesting services.
- Receive and process calls, emails, fax and online application from individuals requesting to be considered for the MassHealth PCM Program.
- Maintain Call log Spreadsheet under 50 consumer referrals.
- Communicate with plans when additional information is needed for consumers to receive PCA services.
- If an individual is not eligible for the MassHealth PCM Program, refer individuals to other agencies for services to best meet their needs.
- Participate in internal and/or external trainings to expand knowledge base and improve quality of services provided.
- Represent CLW, as requested from time to time, at state and local meetings, to include outreach to external organizations on programs and services and disability awareness.
- Maintain all necessary records and files.
- Assign new intakes to the appropriate staff member.
- Other duties as assigned.

Essential Functions:

- Frequent communication (orally and/or in writing) with consumers, staff, medical providers, state agencies, business partners/vendors and other third parties.
- Understand the requirements of the PCM/IL programs and to be able to assess and refer

the consumer/guardian regarding their qualifications for the program(s).

- Accurately enter information into database.
- Use office machinery, including calculators.
- Maintain strict confidentiality for the relevant population (consumers, employees, business partners, etc.).

Education:

- High School or equivalent (GED) required, Associate Degree in human services or related field preferred.
- Relevant experience may be substituted for educational requirements.

Experience:

- Minimum 2-4 years of related experience working with individuals with disabilities, required.
- 1 Year of experience with the PCM program and Information & Referral, preferred.
- Excel, Microsoft Office and database management.

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
- Speak and write/read Spanish fluently

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.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer. e.
- Must be able to lift up to 15 pounds at times.

This job description is subject to change at any time.

Individuals with disabilities are strongly encouraged to apply.

Print Name: _____

Signature: _____

Date: _____