

JOB DESCRIPTION

Position: Independent Living Long-Term Support and Services Coordinator (IL-LTSS)

Reports To: IL Services 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:

- Act as an independent resource to dually eligible individuals (Medicaid and Medicare) between the ages of 21-64 enrolled in a One Care Organization.
- Assist with the coordination of Enrollees' long-term supports and services (LTSS) needs.
- Act as an independent facilitator and liaison between Enrollees, all of the contracted One Care Organizations, and service providers.
- Advocate for and with Enrollees regarding his/her LTSS needs.
- Educate Enrollees and his/her Interdisciplinary Care Team on LTSS.
- Arrange and coordinate the provision of community LTSS.
- Monitor the provision and outcomes of LTSS including consumer determination of satisfaction with LTSS.
- Provide face-to-face IL-LTSS Coordination when Enrollees or Plan requests a face-to-face visit with IL-LTSS Coordinator.
- Fully participate in the initial assessment and development of a care plan to ensure that all relevant aspects of consumers care are addressed in a fully integrated manner and on an ongoing basis.
- Record and collect service authorizations promptly to ensure timely service provision and billing.
- Other duties as assigned.

Essential Functions:

- Work with people with disabilities, behavioral health needs or elders in need of LTSS
- Teach Independent Living skills and provide advocacy while promoting self-empowerment.
- Completion of person-centered planning and person-centered direction training.
- Conduct LTSS needs assessments and monitor LTSS delivery.
- Travel to meet with consumers or their representatives for meetings & events.

- Ensure timely and accurate documentation. Maintain up-to-date, precise, and error-free data entry into data systems, adhering to deadlines and quality standards to support organizational operations.

Qualifications:

- Bachelor's Degree in related field such as social work or human services
- 2 years of relevant work experience or 3 years of lived experience may be substituted for educational requirements
- Have cultural competency and the ability to provide informed advocacy
- Ability to write an individualized care plan and communicate effectively both verbally and in writing across complicated service and support systems
- Knowledge of the home and community-based service system and how to access and arrange for services.
- Spanish speaking.
- 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
 - Provide guidance and leadership
 - Take direction and understand consequences of action
 - Travel within service area and beyond.
 - Meet with consumers and/or representatives in their homes.
- 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).
 - Excel, Microsoft Office, database management

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Remain in a stationary position for extended periods of time.
- Must be able to lift up to 15 pounds at times.

This job description is subject to change at any time.

Individuals with disabilities strongly encouraged to apply

Print Name: _____

Signature: _____

Date: _____

Revised: December 2024