

KIPDA
POSITION DESCRIPTION

Class Title: Service Advisor

Division: Social Services

Supervisor: Waiver Supervisor

Supervises: None

Class Characteristics: Position is responsible for performing activities related to waiver and in-home services for older adults and persons with disabilities; performs related duties as required.

General Duties and Responsibilities:

Essential:

1. Assists the Community Services and Supports Manager, Waiver Coordinator, Waiver Supervisors, Division Director and any outside agency with the development and implementation of the Participant Directed Services (PDS).
2. Acts as the Service Advisor for the PDS participants; performs all associated roles and duties, including, but not limited to:
 - Building rapport with the participant
 - Assisting with determining participant's choices, preferences and goals
 - Creating a plan to support those choices
 - Assisting with monitoring the plan and assuring goals are being reached
 - Acting on behalf of the participant without violating the integrity of the program
 - Encouraging community participation
 - Serves as Advocate, Member of Circle of Support, Coordinator, Monitor, Trainer, Interpreter and Observer.
3. Monitors participants' health, safety, welfare and service plans at monthly home face-to-face visits.
4. Negotiates and prepares care plans; inputs plans into software systems.
5. Links participant with proper resources to solve problems; works with providers/vendors; schedules and checks on services.
6. Determines cost-sharing amounts.
7. Refers participants to other agencies, as appropriate.
8. Involves family/friends/participant in care planning.
9. Contacts providers/vendors to arrange for services.
10. Develops, initiates and monitors corrective action plans; i.e. modifies care plans, reassesses, or terminates services.

11. Initiates complaint forms and/or helps resolve participant complaints with appropriate staff.
12. Trains participant and participant's employees.
13. Processes participants' employees' timesheets.
14. Prepares case notes and other documents related to services.
15. Makes frequent contacts with other government agencies to assure service authorizations are accurate and timely.
16. Works as a team member with other Service Advisors and Waiver Supervisors to assure that the team's goals are met.
17. Performs other duties as required.

Non-essential: None.

DESIRABLE QUALIFICATIONS

Training and Experience: Bachelor's Degree in a health or human services field from an accredited college or university, at least one year of experience in a health or human services field or educational or experiential equivalent in the field of aging or disabilities; or be a registered nurse who has at least 2 years' experience as a professional nurse in the field of aging or disabilities or a Master's Degree in a health or human services field from an accredited college or university.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Thorough knowledge of federal and state statutes, regulation, and policies relating to aging issues.
2. Thorough knowledge of Waiver program regulations and guidelines.
3. Thorough knowledge of community resources to assist participants with needs of food, shelter, transportation, etc.

Skills:

1. Skill in use of computers and applicable applications.
2. Skill in the preparation of detailed reports and plans.
3. Skill in strong interpersonal skills relating to the elderly.

Abilities:

1. Ability to formulate comprehensive planning, policies, and procedures and to communicate them clearly and concisely, both oral and written.
2. Ability to establish and maintain effective working relationships with co-workers, participants, family members, and professional staff.
3. Ability to prioritize work, meets deadlines, schedule and keep appointments.
4. Ability to keep accurate records.
5. Ability to maintain composure under stressful situations.
6. Ability to work independently.

ADDITIONAL REQUIREMENTS:

Instructions: Detailed and specific covering all aspects of the work.

Processes: Occasionally must consider different courses of action, or deviate from standard operating procedure to complete work.

Review of Work: Supervisor reviews most of completed work.

Analytical Requirements: Problems require analysis based on precedent.

Tools, Equipment and Vehicles Used: Normal office equipment (computer, copier, telephone, fax machine, etc.); must operate vehicle and maintain car insurance as a job requirement.

Physical Requirements of the Job: Work is typically performed while sitting at desk or table with intermittent standing, stooping and walking; lifting light objects (less than 25 pounds) is a job requirement; operating a vehicle is a job requirement; work is performed indoors and outdoors, regardless of weather; work is performed in a noisy place; work requires being in high places, confined spaces (elevators), various homes/apartments/apartment buildings, and/or using stairs. Work is also performed in various home environments including those with pets and smoke.

Contacts: Occasional to frequent public and private contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information is a job requirement.

Mental Effort: Moderate to heavy.

Interruptions: Frequent to constant.

Special Licensing Requirements: Must possess and maintain a valid driver's license.

Availability: N/A

Certification Requirements: See Training and Experience Requirements. Must attend regularly provided training to maintain certification. Registered Nurses and Licensed Practical Nurses must maintain licenses as a condition of continued employment in the class.

Additional Requirements: None.

Overtime Provision: Exempt.

Beginning Salary: \$30,000

EOE