

KIPDA  
POSITION DESCRIPTION

Class Title: Service Advisor – Part-time

Division: Social Services

Supervisor: Home and Community Based (HCB) Waiver Supervisor

Supervises: None

Class Characteristics: Position is responsible for performing in-home monitoring for consumers utilizing the Home and Community Based Waiver; performs related duties as required.

General Duties and Responsibilities:

Essential:

1. Assists the HCB Waiver Supervisor, Waiver Coordinator, and any approved outside agency with monitoring consumers' services.
2. Acts as the Service Advisor for the Participant Directed Services (PDS) clients.
3. Orders supplies in accordance with the care plan.
4. Performs in-home health, safety, and welfare monitoring as required by the regulation.
5. Monitors consumers monthly with in-home face-to-face visits.
6. Negotiates and prepares care plans and enters plans into computer system.
7. Links consumer with proper resources to solve problems; works with providers/vendors; schedules and checks on services.
8. Determines cost-sharing amounts.
9. Refers consumers to other agencies, as appropriate.
10. Involves family/friends/providers in person-centered care planning.
11. Contacts providers/vendors to arrange for services.
12. Initiates any correction action, i.e. modifies care plan, reassesses or terminates services.
13. Initiates complaint forms and/or helps resolve consumer complaints with appropriate staff.
14. Trains consumers and consumers' employees on program requirements.
15. Processes consumer employees' timesheets and monitors for compliance to care plan.
16. Completes and files case notes within 3 business days after each face-to-face visit.
17. Performs other duties as required.

Non-essential: None.

## DESIRABLE QUALIFICATIONS

### Training and Experience:

Must have one of the following qualifications:

1. Bachelor's Degree in a health or human services field from an accredited college or university, with:
  - a. One (1) year experience in health or human services; or
  - b. Educational or experiential equivalent in the field of aging or disabilities;
2. RN currently licensed as defined in KRS 314.011(10), and has at least two (2) years of experience as a professional nurse in the field of aging or disabilities; or
3. A Master's Degree, in a health or human services field, from an accredited college or university can substitute for the required experience.

### 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 clients 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 and disabled.

#### 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, clients, 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: Frequently must consider different courses of action, or deviate from standard operating procedure to complete work.

Review of Work: Supervisor, Quality Assurance Manager, and peers review 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 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.

Contacts: 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: Constant

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

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: Non-Exempt.

Beginning Salary: \$16.48/hour

How to Apply: Email cover letter, resume and copy of college transcripts to [kellytyra.cecil@kipda.org](mailto:kellytyra.cecil@kipda.org)

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