



JOB DESCRIPTION

Position: Personal Care Management (PCM) Skills Trainer

Reports To: PCM Skills Trainer Supervisor

Supervision exercised: None

Company: Your Access Advocates, Inc. (YAA) 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. YAA is a consumer-directed, multi-programmed, multifaceted agency, dedicated to the empowerment of all persons with disabilities to live as independently as possible. YAA provides five core services: Advocacy, Skills training, Peer support, Information and Referral and Transitions.

Exempt or Non-Exempt Status: Non-Exempt

Responsibilities:

- Provide information, orientation and determine basic eligibility to persons with disabilities seeking Personal Care Assistant (PCA) Services through the Medicaid Personal Care Attendant Program.
- Travel to meet with consumers or their representatives, travel for meetings/events
- Liaison to consumers while going through the evaluation process to receive approval and services from the Medicaid PCA Program.
- Assist consumers in identifying other community resources that may strengthen their choice for independence.
- Complete an initial assessment with consumers in their home/residential setting to determine their level of ability to manage their program.
- Set up and complete EVV visits and annual reviews with consumers/surrogates by association deadlines.
- Provide skills training to consumers having an active Prior Authorization following the approved Medicaid 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.
- Recruit or engage individual consumers to attend advocacy events.

A resource and advocacy center for independent living serving people with disabilities and the Deaf & hard of hearing in Central Massachusetts.



- Troubleshoot for and with the consumer regarding issues with their individual program which could include one or more of the five core services: peer support, skills training, advocacy, information and referral and transitions.
- Be alert and responsive to areas of program misuse, fraud and obligations to report abuse and neglect.
- Prepare and submit required paperwork on a timely basis according to the Medicaid Personal Care Attendant Program Contract and YAA's timelines for deliverables. Provide updates on current aspects of each person listed on assigned consumer list.
- Complete documentation of all contact with/and regarding consumers in a timely manner.
- Maintain organized up- to- date consumer files.
- Maintain working relationship between PCA Program and Fiscal Intermediaries (FI) including, but not limited to, resolving member complaints and sharing information with FI as needed.
- Assist with the development and maintenance of an approved PCA manual and Standard Operating Procedure.
- Participate in all Department meetings and training related to the Medicaid PCA Program.
- Other duties as assigned by PCM Skills Trainer Supervisor.

Essential Functions (requirements):

- Frequent communication (orally and/or in writing) with consumers, staff, medical providers, state agencies, business partners/vendors and other third parties.
- 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.
- Ability to travel within service area and beyond.
- Ability to meet with consumers in their homes.
- Ability to accurately enter information into database.
- Ability to use office machinery, including calculators.
- Ability to maintain strict confidentiality.



Preferred Qualifications:

Education

- High School or equivalent (GED) required; Associate degree preferred.
- Relevant experience may be substituted for educational requirements

Experience

- 1-3 years of direct patient contact, preferably individuals with disabilities.
- Excel, Microsoft Office, database management
- Working in or involved with the disability community
- Bilingual preferred

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
- 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/older persons.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Travel to meet with consumers is required.

This job description is subject to change at any time.

Individuals with disabilities are strongly encouraged to apply.

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