JOB DESCRIPTION

Position: **Skills Trainer Supervisor (PCM)**

Reports To: **PCM Manager**

Supervisory Responsibilities: Skills Trainers

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: Exempt

Responsibilities:

- Work with PCM Manager to develop an onboarding training manual, training guide/checklist and coordinated process/workflow.
- Responsible for Quality Assurance of all Consumer files to ensure they maintain the required documentation.
- Monitor weekly Skills Trainer expectations, including required consumer visits, paperwork, documentation, and outstanding assignments. Ensure compliance with MassHealth (MH) processes, policies, and state guidelines. Follow up with Skills Trainers to ensure expectations and deadlines are being met and address any areas requiring additional support or improvement.
- Take lead on ensuring all newly hired PCM Skills Trainers are fully oriented and trained to the PCM Program and their role at Your Access Advocates, Inc.
- Serve as point of contact for PCM Skills Training related questions and triage questions to PCM Manager, as appropriate.
- Develop PCM Department wide PCM Skills Training agenda and meeting materials.
- Lead PCM Department Skills Training meetings, as requested by PCM Manager to ensure all PCM Skills Trainers have a complete understanding and practice to their role as PCM Skills Trainers.
- Provide skills training to consumers having an active Prior Authorization on how to be an employer, hiring of PCAs, management of PCA payroll to include enrollment in EVV, and paperwork associated with managing the personal care program.
- Recruit or engage individual consumers to attend advocacy events.
- 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.
- Work collaboratively within an interdisciplinary team of Nurses, OT's and Skills Trainers.
- Work collaboratively within the team when difficult scenarios and issues arise within a teammate's caseload.
- Other related duties as assigned.

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, data base 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 strongly encouraged to apply

Print Name:_____

Signature:_____

Date:_____