



Living Independence Network Corporation Job Description

Position Title:	<u>Personal Assistant Services (PAS) Relations Specialist</u>
Service Area:	Idaho – Boise
Department:	PAS Program
Supervised by:	PAS Director
FLSA Status:	Hourly
Pay Range:	\$15.62 - \$21.47
Hours:	40 hours

POSITION SUMMARY:

The purpose of this position is to provide exceptional customer service practices to both employers and personal assistants through appropriate relationship management techniques. The position also requires a knowledge of the Independent Living philosophy as well as a strong commitment to LINC's mission and values.

EDUCATION and/or EXPERIENCE:

- Preferred 1-year case management experience
- Needs work experience in case management or health care field or a Bachelor's in Social Work, Psychology or related field

QUALIFICATIONS:

- Must pass a criminal background check through the Department of Health and Welfare
- Must possess reliable transportation; personal vehicle will be used for home visits and mileage will be reimbursed at the Federal reimbursement rate
- Must be able to comply with drug free workplace policies.
- Good time management and organizational skills
- Working knowledge of computers including experience with MS Office and web-based systems

ESSENTIAL DUTIES AND RESPONSIBILITIES:

To perform this job successfully, a person must be able to perform each essential duty satisfactorily. Effective communication and interpersonal skills are needed. The requirements listed below are representative of the knowledge, skill, and/or ability required and are not exclusive to the items identified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Operational

- Create an environment that promotes self-direction and encourages employers to achieve their desired level of independent living through providing a positive, helpful, and courteous experience in all interactions with LINC
- Have good working knowledge of all LINC programs and services in order to provide information and referral services for potential employers and personal assistants
- Promotes the Independent Living Philosophy and ensures that services are carried through in a manner that allows the consumer to live a life of their choosing
- Verify initial and annual eligibility requirements by assembling enrollment and redetermination paperwork
- Development of written care plans in accordance with UAI assessments, IDAPA rules and regulations as well as personal preferences identified by the employer
- Create and maintain efficient and accurate employer files in accordance with LINC policy and procedures, including but not limited to: red binder set up, black binder set up, data entering into Wizard or other data management system



- Assist in the coordination and development (as needed) of new hire orientation as well as annual personal assistant training, to include but not limited to: scheduling assistance, content development, and facilitation
- Comply with quality assurance standards as outlined by LINC policy and procedures in coordination with IDAPA rules and regulations to include, but not limited to: biannual black binder reviews, quarterly on-site visits and satisfaction survey, annual red binder reviews as well as the participation of biennial Medicaid surveys
- Ensure regular collaboration and effective communication with insurance programs, such as Blue Cross of Idaho, Medicaid and Molina Healthcare
- Work in close relations with other LINC personnel to ensure a commitment to standard business practices and positive outcomes for the employer, personal assistant and organization, to include but not limited to: fiancé and billing for accuracy of timesheets and billing, Human Resources for support and file management of personal assistants, RN for oversight, significant changes and special endorsements, and Independent Living Services program to ensure well rounded services for each employer
- Address employer and personal assistant inquiries and questions in a timely, accurate, and considerate manner according to LINC policy and procedures, including but not limited to: assistance with training and managing personal assistants, timesheet management, recruitment of personal assistant, and relationship management
- Provide timely reporting and documentation of progress notes, actions taken, and follow up needed in accordance with LINC policy and procedures, including but not limited to: phone calls, face to face meetings, documentation in Wizard or other data management system
- Maintain a good working knowledge of appropriate IDAPA and Health and Welfare rules and regulations as well as other policies and procedures including but not limited to: Office on Aging, Adult Protection and Mental Health Guidelines
- Participates in staff and other meetings as required or needed to stay current and up to date on company and other information
- Assist with growth and development of the personal assistant services program including but not limited to the following: personal assistant and employer recruitment efforts, development and implementation of new programs, and outreach efforts
- All other duties as assigned by supervisor or leadership team

Positive Working Environment

- Respect and honor diversity (race, religion, marital status, age, sexual orientation, color, creed, national origin, and abilities.)
- Maintain respectful relationships which recognize employer's rights as a citizen and promotes their dignity, well-being, personal choice, and self-esteem
- Treat all co-workers with respect and in a manner that will promote teamwork, productivity, professionalism, while maintaining a high level of integrity, responsiveness and follow through
- Work collaboratively with others to accomplish goals and/or assigned tasks within identified timeframes
- Stay calm in challenging situations, maintains positive attitude, and serves as a role model for employers and Personal Assistants

Growth and Development

- Complete Basic Orientation and attend other in-service training as required
- Set and achieve development goals as identified through ongoing performance coaching
- Complete a Gallup Strengths Assessment
- Maintain any required licensing and certifications (as needed/required)

Safety and Health

- Maintain a safe working environment, follow safe work practices, and contribute to overall team safety as defined by organization policy and procedures, to include protecting individuals from physical, verbal, or mental abuse, notifying appropriate staff of safety hazards, knowledge of emergency evacuation procedures, being familiar with emergency first aid procedures and assisting as necessary.



SUPERVISORY RESPONSIBILITIES:

This position has no supervisory responsibilities.

PHYSICAL, SENSORY & ENVIRONMENTAL:

The requirements described here are representative of those that must be met by an employee, with or without reasonable accommodation in order to successfully perform the essential function of this job.

- May be required to sit or stand for long periods of time
- Must be able to lift or transfer a minimum of 15 pounds
- Refrain from utilizing multiple chemical sensitivity items, such as perfume, hand lotion, etc.; LINC is a scent free environment
- Work is performed primarily in an office environment and the employee is subject to inside environmental conditions

ACKNOWLEDGEMENT:

I hereby acknowledge that I have read and understand the above job description for my position. I further acknowledge that I am medically and emotionally capable of performing assigned tasks, with, if necessary, reasonable accommodation. I also understand that LINC reserves the right to modify, interpret, or apply this job description in any way the company desires. This job description in no way implies that these are the only duties to be performed by the employee. This job description is not an employment contract, implied or otherwise. The employment relationship remains “At Will.”

LINC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, religion, marital status, age, sexual orientation, color, creed, national origin, and abilities. In addition to federal law requirements, LINC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

LINC is a nonprofit organization that offers employees opportunities for growth and development; including but not limited to a strengths-based environment, competitive salaries, family friendly work environment, as well as a comprehensive benefits package to include: Medical, dental, vision, 401K employer contribution, generous vacation and sick leave accruals, as well as paid holidays.

Employee’s Signature: _____ Date: _____

Print Employee Name: _____