



Title: DD Program Support Specialist		
Position Classification	Pay Family: Professional	FLSA Status: Non-Exempt
	Pay Grade: 3	Benefit Eligibility: N/A
Employee Name (print):		
Employee Signature: (I have received a copy of this job description, and my supervisor has reviewed it with me)		Date:
Supervisor Signature:		Date:
Director of Community Support Signature:		Date:
Executive Director Signature:		Date:
Date Position Description Last Reviewed: 1/15/2024		
Date Position Classification Last Reviewed: 1/15/2024		

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

DEFINITION

Under supervision of the In Home Support Services (IHSS) Manager, this position's primary function is to provide program support to the In Home Support Services program.

JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS

The Developmental Disability (DD) Program Support Specialist is responsible for performing those specific duties identified as needed to support the In Home Support (IHSS) team with DD waiver services in accordance with quality assurance standards. This position will review and approve service documentation, develop ISPs, submit service authorizations, and conduct assessments for children and adults diagnosed with developmental disabilities. The DD Program Support Specialist shall be assigned specific duties assigned by the Manager or Director to assist the team with coordinating the delivery of services for IHSS consumers and their families.

- Assist with entering new consumers in the electronic health record and scheduling meetings, and assessments.
- Assist with checking records for accuracy by monitoring consumers' information in Credible and updating information upon request.
- Review and approve documentation of services (progress notes, etc.) in preparation for billing and reimbursement.
- Reviewing and approving assessments and individual service plans to ensure appropriate services are provided to meet the needs of the consumer/individual served.
- Conduct necessary monitoring and evaluation activities to assure compliance with applicable program standards and makes appropriate recommendations to the Director of Community Support Services
- Perform other assigned duties as necessary within established policy and procedures.
- Establish and maintain effective working relationships with individuals, organizations, employers, community, and other agency personnel.

REQUIREMENTS

EDUCATION

Bachelor's degree in a human services field (minimum)

EXPERIENCE

Possess at least one year of documented experience working with individuals who have a developmental disability.

LICENSE(S)

Position will be required to possess a valid Virginia driver's license.

PRE-EMPLOYMENT

Must submit to pre-hire criminal background check.

KNOWLEDGE AND ABILITIES

- Knowledge of office equipment, record keeping, telephone etiquette, typing and keyboarding.
- Knowledge of the Waiver Management System (WaMS), DD waiver services, and person-centered planning process.
- Knowledge of Electronic Health Record system operations.
- Knowledge of Goochland Powhatan Community Services policies and procedures.
- Ability to operate office equipment (i.e. copy machines, computer) as required including the use of Microsoft Word, Excel, etc.
- Ability to multi-task and adapt to frequent changes in job sites, job duties, and assignments.
- Ability to establish and maintain effective working relationships with individuals, organizations, and other agency personnel.
- Ability to perform job duties remotely and maintain confidentiality standards.
- Ability to work independently, and take initiative.
- Ability to utilize effective time management skills and set priorities.
- Ability to analyze information.
- Ability to utilize sound judgment and perform in a professional manner always.
- Conduct necessary monitoring and evaluation activities to assure compliance with applicable program standards and makes appropriate recommendations to the Director of Community Support Services.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

ENVIRONMENTAL CONDITIONS

Work environment will typically be working at the consumer's residence, in the community, in an office and clinical setting. Sitting: 80%; Standing/Walking 10%; Driving: 5%. Average Weight Required to lift or carry is less than 50 pounds at any one time: