

Position: Qualified Professional	Qualified Professional Name:
Supervisor Name:	Street Address, City, County
Director Name:	Other:

I. A. PURPOSE OF POSITION:

Individual Support Services are “hands-on” individualized assistance with everyday activities that are required by a member with severe and persistent mental illness in order to live independently in the community. The services are intended to support adults ages eighteen (18) and older living in a private home, a licensed group home, an adult care home or a hospital that have a documented plan to transition to independent or shared housing. The plan must include, at minimum, documentation of the following:

- Date of the anticipated move;
- Type of housing that the member will reside in;
- How the housing was obtained;
- Member’s income/evidence that member can financially maintain the anticipated housing;
- Clinical evidence of members ability to be successful living independently
- Supports that will need to be in place, prior to move in
- Outline of tasks that will need completed prior to transition (i.e., setting up utilities, phone, etc.)

Specifically, this service provides assistance with Instrumental Activities of Daily Living (IADL) including preparing meals, managing money, shopping for household necessities, using the telephone, housecleaning, laundry, transporting the member to access the community, medication management, supervision and cuing. The goal is to provide coaching to the member in areas of need and fade this support over time.

Individual Support can be billed while the person is living in the licensed facility or private home up to 90 days prior to moving.

B. WORK SCHEDULE: Varies depending on client needs.

C. OTHER: Individual Support is provided under the supervision of a Qualified Professional.

II. DESCRIPTION OF RESPONSIBILITIES AND DUTIES:

The qualified professional is responsible for developing the Person Centered Plan and Transition Plan for the provision and coordination of treatment for the clients served. Services are structured and delivered face-to-face and by phone. Services will provide support and guidance in all functional domains.

Duties include, but are not limited to:

1. Conducts case management meetings as required.
2. Conducts staffing of cases.

3. Trains new Individual Support staff in all areas of case management and acts as a mentor to all professional staff members.
4. Assist in record reviews and internal audits. Assist with collection of chart documentation deficiencies.
5. Participates in treatment team meetings with ISS staff as needed.
6. Completes interviews and screening assessments as needed.
7. Attends all training and conferences offered in order to improve case management skills.
8. Submits authorization requests for services with 14 day prior to expiration.
9. Keeps staff informed of changes regarding authorizations and documentation.
10. Communicates frequently with site manager/team regarding any updates and or programs changes.
11. Maintains and supports relationships with clients and their supports.
12. Provides initial “what to expect call” to all new clients assigned to caseload.
13. Performs 2-4 quality assurance checks/calls per month with clients to ensure quality of services.
14. Works with the Individual Support Specialist in ensuring client satisfaction.
15. Reviews and monitors all ISS staff note documentation daily for corrections needed and accuracy as well as quality of care.
16. Works with the clinical supervisor and other staff as needed to provide de-escalation and mediation with families and clients. Act as first point of contact for client and ISS staff.
17. Responsible for documenting in non-billable notes for linkage and referral to MCO and clinician recommendations to ensure all recommendations are met.
18. Provides support through planning and coordination of services on behalf of the individual client.
19. Provides advocacy for the individual client.
20. Reports to the Department of Social Services any incidents of suspected abuse and or neglect to the proper authorities.
21. Maintains confidentiality of the client and the client’s records.
22. Writes, reviews, comprehends, and implements clients’ person centered plans for all initial and updated plans. Monitors, educates, and assists those who are helping clients in developing skills necessary for the achievement of the educational, recreational, vocational, treatment and program goals.
23. Drives clients to and/or accompanies them on scheduled and needed appointments.
24. Provides monitoring and support in development of appropriate services for individual client.
25. Documents the hours of weekly service notes reflecting purpose of contact, interventions used and effectiveness of intervention in accordance to company policy and Medicaid regulations.
26. Monitors ISS staff serving clients.
27. Monitors ISS staff by reviewing their caseloads, service notes, communicating weekly with them and having monthly staff meetings.
28. Completes quarterly summaries for all clients under caseloads.
29. Completes initial and updated crisis plans for all clients under caseloads.
30. Develops and completes discharge/transition plans for all clients under caseloads.
31. Provides direct supervision as needed to ISS staff and documents one-hour monthly supervisions for each supervised staff on caseload.
32. Conducts performance evaluations and makes recommendations for pay increase/recognition.
33. Makes regular contact with client’s family members and/or work/school personnel involved with each client.
34. Arranges person centered planning meetings, develops, coordinates and writes person centered plans in a timely manner. Reviews plans and reauthorizes service within the appropriate time frame.
35. Performs billable services as needed to assist clients with immediate and ongoing needs.
36. Attends staff meetings as scheduled.
37. Maintains a professional positive relationship within the community as a representative of the agency.
38. Participates in rotating on call schedule and acts as a first responder.
39. Performs other duties as required by the agency.
40. Effectively follows policy and procedures abides by all guidelines, assignments and directions set forth by the team leader.

The qualified professional ensures that service is provided by the Individual Support Specialist addresses identified needs of the client. Services are direct and indirect periodic. The team provides direct intervention, arranges, coordinates and monitors services on behalf of the client.

The qualified professional will assist and ensure that there is a valid service order completed by a licensed clinical therapist, physician, licensed psychologist, physician's assistant or nurse practitioner prior to or on the day that the services are to be provided.

III. OTHER RELATED REQUIREMENTS:

ACCURACY REQUIRED IN WORK:

CONSEQUENCE OF ERROR:

Errors in work completed and inaccurate/insufficient monitoring duties could result in decreased quality of services to clients and the non-identification of situations that could jeopardize a Client's health and safety. It is crucial that all errors are identified and corrected to ensure that all expectations are fulfilled

INSTRUCTIONS PROVIDED TO Qualified Professional:

The qualified professional will be required to complete training within 90 days of employment. The qualified professional must complete the following trainings:

Clinical and psychosocial needs of the target population;

- Psychotropic medications and possible side effects
- Drugs of abuse and related symptoms
- Crisis management
- Principles of recovery, resiliency and empowerment
- Community resources and services, including pertinent referral criteria
- Member/family support networking
- Diagnosis and clinical issues regarding the population served
- Client Rights
- Confidentiality/HIPPA
- Crisis Intervention and Response
- Infectious/communicable diseases
- CPR/ First Aid/Seizure Management
- Individual Support Planning to include goals/strategies
- Approved training on alternatives to restrictive interventions by a certified instructor prior to being alone with an member as applicable for the member
- Protective Devices/Usage as applicable for the member
- Cultural Diversity/Awareness
- Knowledge of the Service Delivery System

The qualified professional will be provided training in all areas of job duties to include all applicable laws/standards and monitoring techniques. This position is a self-directed position. The qualified professional will be provided ongoing opportunities for continued training and professional growth.

GUIDES, REGULATIONS, POLICIES AND REFERENCES USED BY QUALIFIED PROFESSIONAL:

The qualified professional will have access to all rules and regulations and is expected to refer to these as needed to ensure agency practices and processes are in compliance. The qualified professional must be familiar with all requirements affecting the operation of clinical services. The qualified professional must be familiar with agency policy and procedures in all areas. The qualified professional must also maintain knowledge of best practice information with regard to the provision of quality services and supports for Clients.

SUPERVISION RECEIVED BY QUALIFIED PROFESSIONAL:

The qualified professional must be self-directed. The qualified professional will have access to their supervisor on an ongoing basis through face-to-face contact, via email and through written correspondence or telephone. The qualified

professional must be able to judge the need for consultation with their supervision as the majority of duties are performed with limited supervision.

VARIETY AND PURPOSE OF PERSONAL CONTACTS:

It is crucial that the qualified professional carry out their duties from a supportive standpoint. The qualified professional must be able to communicate effectively in both written and verbal forms and be able to provide feedback to others in a positive manner. The qualified professional must be able to always put the client's needs in the forefront of all of the duties they carry out and work to facilitate positive communication among all involved staff. The qualified professional must work as an advocate for clients served, their families, and maintain an objective perspective in carrying out their job duties.

PHYSICAL EFFORT:

The qualified professional must have physical stamina due to frequent travel and the constantly changing demands of the position. The qualified professional must be able to operate a motor vehicle.

WORK ENVIRONMENT AND CONDITION:

The service is delivered primarily to adults in private homes or licensed facility. The qualified professional must be able to work flexible hours as needed to meet and address crisis issues. Services can be provided in a range of community settings. Services also include telephone time with the client, collaterals or other person(s) who assist the client in meeting their goals specified in the person-centered plan.

MACHINES, TOOLS, INSTRUMENTS, EQUIPMENT AND MATERIALS USED:

Vehicle, computer, copier, fax machine, telephone, laptop, proximal, presentation equipment, cell phone, pager etc...

VISUAL ATTENTION, MENTAL CONCENTRATION AND MANIPULATIVE SKILLS:

The qualified professional must be able to evaluate the work of others and ensure that procedures and practices are consistent and meet a variety of rules/regulations.

SAFETY FOR OTHERS:

The qualified professional must be familiar with risk management issues and safety procedures in order to ensure that consistent efforts are made for implementation. The qualified professional is responsible for monitoring the safety practices of others and it is crucial that this duty be completed in a thorough manner to ensure that staff and clients served are safe.

DYNAMICS OF WORK:

The duties of the position require that the qualified professional be able to assess situations and make plans of action quickly and decisively and be able to look at duties/processes from a "whole picture" point of view.

IV. KNOWLEDGE, SKILLS & ABILITIES AND TRAINING & EXPERIENCE REQUIREMENTS:

A. KNOWLEDGE, SKILLS AND ABILITIES:

The qualified professional must have a minimum of one-year documented experience with the population served. Must possess knowledgeable about the rules/regulations and clinical practices that guide the services provided. The qualified professional must possess strong clinical knowledge of the treatment/service needs of the clients served and possess skills in assessing strengths and needs, treatment plan development and clinical service implementation. The qualified professional must possess strong leadership skills and be able to be effective in getting task done while working with other people. The qualified professional must possess strong advocacy skills to advocate for clients served and staff in the agency.

B. LICENSE OR CERTIFICATION REQUIRED BY STATUTE OR REGULATION:

A valid NC drivers' license is required for this position.

V. CERTIFICATION:

Supervisor's Certification: I certify that (a) I am the Immediate Supervisor of this position, that (b) I have provided a

complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the qualified professional.

Signature Title Date

Qualified Professional's Certification: I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties.

Signature Title Date