MANAWA LEA HEALTH SERVICES

Joy of the Heart

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POSITION: SERVICE SUPERVISOR, QIDP (Qualified Intellectual Disabilities Professional)

Service Area: Residential Habilitation (RESHAB), ADH (Adult Day Health), Personal Assistance Habilitation (PAB), CLS (Community Learning Service), RESPITE

1. **INTRODUCTION**

   This position is responsible for the supervision of the services that MLHS is contracted to provide for: Residential Habilitation (RESHAB), ADH (Adult Day Health), Personal Assistance Habilitation (PAB), CLS (Community Learning Service), to consumers under the Waiver Program. As a QIDP, you will serve as a liaison providing communication, problem solving, and leadership skills. QIDPs must have knowledge of the community for area resources and feel comfortable in developing partnerships with the Department of Human Services, Department of Health, and other organizations like HDRC (Hawaii Disability Rights Center) and Health Plan Agencies. It is the expectations of Manawa Lea that as a QIDP, your role is central to the decision-making process of consumer support.

2. **DUTIES AND RESPONSIBILITIES**
   a. *Quality Assurance*
      - Attending admission conferences for all new consumers approved to receive services from MLHS (as directed by the Administrator).
      - SS must see to it that the Service Provider Authorization Form, worksheet calculator for approved service, and/or Service Authorization is in place by the Case Manager.
      - MLHS admission packet must be properly signed by respective guardian or family and/or authorized representative.
      - Maintain confidentiality of all consumer's Protected Health Information used for treatment, payment, health care, etc. as set up by the Health Insurance Portability Accountability Act of 1996 (HIPAA).
      - Document specific activities/hours related to the consumer.
      - Review all community event reports, notify MLHS, and provide oversight for the follow up plan with staff.
      - Maintain communication with the family members, guardians, staff, staff coordinator and DOH Case Managers about policies, issues or concerns.

   b. *Person Centered Planning (PCP) Related Functions*
      - Develop an Individual Plan (IP) for all action plans derived from the ISP (Individual Service Plan) of the consumer in support of for the goals and objectives implementation.

- Write the plan and approach for all goals, in accordance with consumer-centered planning process.
- Conduct assessment through ML Standard Assessment Tool if applicable, i.e. Habilitation.
- Actively participate in the person-centered planning process
- Provide supervision and training to direct support staff regarding implementation of person-centered plan
- Design support and teaching strategies (i.e. training plans, teaching methods) for implementations. Ensure support and teaching strategies are referenced in the person-centered plan.
- Make changes to support/teaching strategies to ensure progress toward achievement of outcomes and action steps.
- Make necessary changes to the person-centered plan outcomes based on collection of data, direct support staff feedback and observation of the consumer. (Outcomes may only be changed with the approval of the person, their guardian, and other members of the interdisciplinary team)
- Ensure that services and support are provided as specified in the person-centered plan
- Provide service coordinator with monthly reports on progress
- Facilitate opportunities for natural support
- Document specific QIDP activities provided to the individual

b. *Consumer Record Related Functions*
   1. Maintain and keep current:
- Furnished copy of approved IP to the consumer, guardian (OPG), family and authorized representative within seven (7) days of the start date of service.
- Perform skill checklist related to all services being provided
- Implement all goals and objectives within 30 days after start of service
- Maintain organized case record, chart and perform QA (Quality Assurance)/CQI (Continuance Quality Improvement) in all case loads
- Conduct on-site visits for the supervision of direct support workers.
   1. Frequency of supervision indicated in their ISP or as necessary.
- Conduct monthly telephone contacts in the month when no onsite supervision is provided
- Conduct IP or special conferences as needed
- Submit all reports and furnish copies to authorized recipients before due dates
- Actively participate as a member of the consumer's support team
- Collaborate with ML-ADH Team if receiving such service at ML, and be consistent with all the support in attaining the consumer's goals and objectives
- Coordinate in-service trainings needed to assist staff in fulfilling responsibilities related to consumer directed support

DOCUMENTATION is very important to all changes, all communications transpired regarding services, date and time in the IE. (Interdisciplinary Entry)

c. *Administrative*
- ☐ To represent MLHS professionally throughout all relational contact and appearance.
- ☐ To provide monthly report or as needed to the Administrator, specially changes of services, like increase/decrease of support hours; concerns of participants, CM, staff; and cessation of services: referrals or new admissions.
- ☐ Attend and actively participate in regularly scheduled administrative meetings, special meetings, and as requested by the Administrator
- ☐ Participate in the development of monthly and annual calendars, program statistics, and preparation for program monitoring
- ☐ Participate as a member of the QA/CQI service delivery team in accordance with waiver standards and MLHS policies and procedures
- ☐ Attend mandatory training related to current behavior management techniques, medical/health practice information, waiver standards, policies and procedures pertinent to the client population

d. *Personnel*
- ☐ Assist in the interview process for direct support staff for services provided

e. *Fiscal*
- ☐ Approve all timesheets/monthly calendars of services and submit to the Administrative Office for billing/payroll

f. *Maintenance*
- ☐ Report all unsafe conditions on all premises to immediate Supervisor and assist in any necessary arrangement for immediate repair or resolutions

g. *Other Job Functions*
- ☐ Pursue professional development to maintain awareness of current trends and studies related to the population of service
- ☐ Perform other miscellaneous activities and tasks as directed by MLHS Administrator
- ☐ Follow personnel policies and procedures

SUPERVISOR
Administrator/Assistant Administrator
Director of Program Services

POSITION SUPERVISED
Program Instructors
Direct Support Staff

MINIMUM EDUCATION

A. Bachelor's Degree from an accredited college or university in Human Services field, including but not limited to Social Sciences, Education, Nursing, and Psychology

B. Bachelor's Degree from an accredited college or university in another field with one (1) year verifiable experience working directly with individuals with disabilities or the elderly

MINIMUM EXPERIENCE

A. At least three (3) years of experience working with people with developmental disabilities and three (3) years of experience in supervisory and coordinating programs.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong organizational, verbal and written communication skills
- Computer literate – application of Microsoft Office
- Strong, demonstrated knowledge of all federal and state and MLHS policies
- Procedures and regulations regarding Medicaid Waiver Programs
- Ability to effectively manage and make appropriate decisions in crisis situations
- Knowledge on stress management
- Knowledge of consumer/participants rights, safety and health

REQUIRED CERTIFICATIONS

- Professional License
- First Aid/CPR (Healthcare Provider certification)
- Medical Clearance that includes TB/Communicable Diseases Clearance
- Blood Borne Pathogens Training (OSHA)
- Criminal Record History Checks
- APS/CPS Registry Clearance (Protective Services)

WORKING CONDITIONS
Office/Home/Community Environments/ADH Center

Starting Salary
$_____/hour
Salary commensurate experience and education

Received and Acknowledged by:

_____
Signature/Date