

601 Senior Drive, New Lexington, Ohio 43764
Phone: 740-342-3542
Fax: 740-342-1081

TITLE: COMMUNITY SUPPORTS SPECIALIST

DEPARTMENT: Community Supports	POSITIONS SUPERVISED: None
LOCATION: 601 Senior Drive, New Lexington, OH 43764	SALARY RANGE: Range 10 starts at \$17.24/hr.
SUPERVISOR: Community Supports Director	FLSA STATUS: Non-exempt, overtime eligible
NORMAL WORKING HOURS: Full-time, 40 hour work week, typically Monday through Friday, schedule may vary and require availability outside normal working hours, may be required to flex schedule. Daily schedule approved by supervisor.	CLASSIFICATION: Classified Civil Service, Class Series xx
PROBATIONARY PERIOD: 300 days	SAFETY SENSITIVE: Yes

SUMMARY OF POSITION:

The Community Supports Specialist (CSS) an operational position within the Perry County Board of Developmental Disabilities (PCBDD), meaning its primary role is to carry out daily responsibilities to create the highest level of efficiency possible to meet the expectations and needs of customers.

Under the general guidance and direction of the Community Supports Director (CSD), the primary responsibilities of the CSS include coordination of the PCBDD Respite and Academy for Leadership Abilities® programs. Respite coordination involves directing a team of people to focus on enhancing the skills and development of children with intense and difficult needs so they can live in the least restrictive and most supportive culture and environment. The CSS will also ensure a holistic, wrap-around approach to services for the families caring for these children.

ALA coordination involves frontline work sessions, documentation, processes, training, scheduling, and analyzing data.

The CSS shall use available resources and facilitate training efforts for families, people receiving supports, and Behavioral Support Technicians (BST).

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Successful candidates must meet these requirements; reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

- Bachelor’s degree in Psychology, Education, Social Work or related field
- Acquire and maintain Ohio Department of Developmental Disabilities (DODD) Service and Support Administration (SSA) certification
- Minimum of three years’ experience working with developmentally disabled children and families
- Minimum of one year experience public speaking, presenting, and training others
- Demonstrated positive community relations experience

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- Strong computer and technology experience, including use of Microsoft Office 365, web-based applications, and various technology systems.
 - Valid driver's license with acceptable driving abstract to meet criteria for insurability. Driving is an essential function of the position
 - Acquire and maintain substitute teaching certifications through Athens/Meigs Educational Service Center (AMESC) and Muskingum Valley Educational Service Center (MVESC)
 - Maintain confidentiality, handle sensitive data, and comply with all applicable laws and Board policy regarding confidential information.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

- Systems and resources used to treat the whole person using a holistic family approach to wellness. This includes working relationships with SSAs, providers, parents/guardians, people receiving PCBDD services, DODD, Mid-East Ohio Regional Council, Perry County Courts (and other county courts as deemed appropriate), Perry County Children Services, Perry County School Districts, mental health agencies, and other local agencies
- Agency, state, and federal statutes, rules, policies, regulations and/or procedures governing behavioral supports
- Medicaid related programs
- Person centered philosophy and principles, trauma informed care, Good Life
- Behavioral support techniques: implementing strategies and/or plans with people with developmental disabilities; and/or implementing risk reduction strategies or plans

Skills in:

- Excellent verbal and written communication for effective interaction with internal and external customers
- Developing and maintaining positive, professional, and effective working relationships with people receiving PCBDD services, school district staff, students, employers, supervisors, providers, managers, other organizations
- Competent documentation and proven proficiency in accessing various data information systems

Abilities to:

- Effectively and efficiently define problems, collect/synthesize data, establish facts and draw valid conclusions. Provide all relevant information to identified community supports teams for services.
- Be self-directed, motivated, and reliable in planning and implementation of respite services and respective ALA sites
- Meet deadlines established by policy and procedures
- Generate and maintain effective records and documentation, as necessary
- Exercise flexibility and capacity to serve and fulfill various roles and responsibilities within the ALA program, not limited to roles and responsibilities outlined in this position description.
- Maintain confidentiality of records, information, and program matters
- Effectively facilitate and coordinate connections and relationships with Behavioral Support Technicians (BSTs) and families of children with intense and difficult needs
- Comply with the Bill of Rights for people with developmental disabilities
- Adhere to Ohio's Mandated Reporting requirements in accordance with Ohio Revised Code.

EXPECTATIONS & WORKING CONDITIONS:

Notice – Working conditions may exist that are not as such as normally existing in the occupation of the public employee. These conditions may include exposure to blood borne pathogens, communicable disease, potentially infectious material, and/or aggressive behavior.

Work Environment – 40% in office, 60% travel and remote work commitments. Regular and frequent/routine travel is necessary to support remote working duties, processes, and responsibilities, with up to 1-2 hours during the workday being spent traveling in a motor vehicle. May be required to travel out of county. May be required to transport people utilizing personal vehicle and/or agency vehicles. Responsibilities and expectations are performed in a fast-paced, high functioning, and emotionally demanding work environment. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

Time Management / Work Pace – Evaluate and prioritize tasks to maximize efficiency. Impose self-discipline to prevent wasted time in non-productive activities. Work schedule and work pace are self-directed and self-motivated with the ability to plan and organize time to adhere to mandated timelines. Daily schedule must be flexible with the availability to work outside normal business hours, including evenings and weekends or to accommodate varying schedules within the Community Supports Department. Regular, routine, predictable, and punctual attendance is an essential function of the position.

Physical Demands – May require sitting for periods of time, alternating between standing and walking. Significant time may be spent in front of a computer screen. May carry laptop, presentation materials, and other necessary supplies not to exceed 50 lbs.; physical labor may be required. May perform public presentations (standing for potentially long periods of time). Vocal communication is required. Visual acuity is required for preparing and analyzing written work or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities. Must be able to physically lift, carry, or move people in a safe manner, according to training. This position also requires physical demands that may include self-defense tactics and trainings. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions.

Problem Solving / Decision Making – Work with a proactive approach staying aware of all issues and taking appropriate actions to minimize and prevent issues from developing into problems. Utilize a combination of the PCBDD mission, vision, values, strategic plan, and applicable rules, regulations, and policies as a foundation for decision making.

Communication – Promote a welcoming and eager-to-serve atmosphere. Maintain open and respectful communication exercising professionalism as a representative of PCBDD in all external and internal communications, both written, oral, and in-person. Employ conscientious listening skills to truly understand the needs and wants of people, families, staff, providers, and the community. Availability and accessibility by phone and email are essential.

Teamwork – Work collectively with all members of the team as a cohesive unit. Take initiative to lead while supporting and utilizing the individual strengths of each member. Provide and accept constructive criticism in a respectful manner. Work to promote the PCBDD philosophy and mission always.

ESSENTIAL DUTIES & RESPONSIBILITIES:

45% COMMUNITY SUPPORTS & HOLISTIC WRAP-AROUND SERVICES (RESPITE)

Collaboration

Assist referred/identified children, families, and adults in a holistic approach to wrap-around all services, including family members, to increase the value and lives of those supported by PCBDD.

Analyze data and provide documentation, information, and assessments to the Community Supports Team for review and recommendations.

Training

Provide and/or coordinate training for providers, families, or kinship support systems. Training may include but not be limited to person-centered strategies, tools, and resources for the child(ren) and their family as they transition their child(ren) back to the home from an outside agency or other situation (intermediate care facility, specialized instructional facility, foster care etc.).

Provide and/or coordinate training to the child's team on different approaches to assist with increasing skills, providing coping methods, and enhancing family culture.

Coordination

Coordinate services with various agencies and providers that are specific to the needs of the child(ren) and family. Coordinate the activities of the BSTs, including scheduling and program oversight. Coordinate efforts with Perry County partners using Culture of Coordinated Supports philosophies to ensure effective implementation of services.

Actively participate as a contributing member of the Perry County Family and Children First Council.

40% Academy for Leadership Abilities® (ALA)

Coordination

Serve as point of contact for Perry County ALA Facilitators in all respective sites as directed by the Community Supports Director. Coordinate coverage and calendar updates for all ALA facilitators and sites. Implement call-off procedures and coordinate the schedules of substitute facilitators.

Coordinate and facilitate ALA Frontline work sessions, agendas, and formal meeting minutes. Formally serve as the administrative point of coordination between PCBDD, schools, PCJFS and any organization or entity interested in ALA. Provide technical assistance, as needed.

Serve in the capacity of ALA Facilitator in respective sites as assigned or requested. Aid and support students in understanding ALA subject matter and curriculum and provide the skills required for programmed lessons, as necessary.

Process Management & Data Analysis

Manage ALA processes by effectively and efficiently developing, deploying, and managing processes. Lead ALA facilitation teams in the development and revision of modules.

Develop surveys to collect and receive data for development of the ALA Annual Report to satisfy guidelines established by Perry County Job and Family Services for consideration of continuing contract renewal. Use survey data and/or anecdotal work session data to develop power point presentations, reports, and other information that can be used to advance ALA.

Complete and maintain timely and appropriate documentation related to ALA activities.

10% SERVICE COORDINATION

Develop family support plans and identify specific trauma informed strategies or wrap-around services that are incorporated into a documented treatment plan for the family. Facilitate and coordinate appointments as necessary for the family.

Assist children, adults, and their families in evaluating the effectiveness of the services and supports provided and adjust as appropriate. Maintain necessary records and reports in a timely and accurate manner consistent with agency and regulatory standards. Complete input of targeted case management (TCM), and other billing streams. Maintain case notes; evaluate documentation of other providers, and ensure services are provided as specified in the plan.

5% MISCELLANEOUS

Attend meetings, conferences, and trainings to stay current and to support continuing education and career development activities and programs.

Fulfill and support other duties as appropriate and assigned by the CSD, designee, and/or the Superintendent.

DECLARATION:

As an employee of the Perry County Board of Developmental Disabilities, the job incumbent shall acknowledge, understand, and comply with all PCBDD policies at all times, and shall demonstrate respect for, support dignity of, and observe the rights of all people served by the agency.

I have read these position description qualifications/requirements for this position and to the best of my knowledge, I believe I can perform these duties.

Signature

Date