

enAble of Georgia, Inc.
Job Description – Support Services Leader
(Developmental Disability Professional)

Reports to: Director of Residential and Medical Support Services

Schedule: Monday through Friday, 8:00AM - 4:00PM (Days and hours may vary depending on meeting the needs and the schedules of the persons served and their families.)

Supervises: N/A

Knowledge, Skills and Abilities:

- Bachelors Degree in the human services field or minimum eight (8) years experience in the human services field.
- Minimum five (5) years experience supporting individuals with developmental/intellectual disabilities.
- Valid GA Driver's License that meets the agency's insurability requirements and ability to provide own transportation to work-related appointments or work locations during the work day.
- Current CPR and First Aid Certifications.
- Proficient typing skills; basic understanding of filing and alphabetizing.
- Knowledge of basic Windows skills and ability to use basic MS Office applications.
- Strong knowledge of person-centered practices including experience leading and facilitating person-centered planning processes.
- Effective coaching, training, and presentation skills.
- Ability to effectively communicate both orally and in writing with people of all demographics.
- Efficient case management skills such as advocacy, needs assessment, benefits management, and collaboration with agencies to keep abreast of available services and resources.
- Active listening and creative thinking skills; strong organizational ability; and exceptional conflict resolution skills.
- Highly self-motivated and self-directed to manage time effectively and meet deadlines.
- Ability to handle difficult and emotional decisions that are life-changing for persons served.
- Ability to manage stress associated with multiple assignments and deadlines while relying on co-workers and others for cooperation.
- Ability to work flexible hours when needed to complete the responsibilities of the position.
- Must pass a criminal background check and drug screening.

Desired Impact:

The Support Service Leader provides coordination to the team of Support Associates and Residential Support Manager regarding the services provided to the people we support that:

- is responsive to desired personal outcomes and support needs of each person served using person centered planning approach
- is in full compliance with federal, state, and CARF licensing standards, Accreditation Standards and enAble policies and procedures at all times
- establishes collaborative relationships with each person served and family members.

Essential Job Functions:

1. Provides leadership in the development of person-centered services. Assists individuals in identifying and pursuing self-chosen goals to achieve a productive and higher quality of life with the support of key people.
2. Facilitates Person Centered Plan (PCP) meetings and acknowledges abilities and potential of persons served in order to develop meaningful goals and strategies to accomplish those goals.
3. Serves as the primary *enAble* contact for scheduling Individual Support Plan (ISP) meetings; ensures that the ISP document reflects the desires, priorities, and personal goals of persons served as identified in the person-centered planning process.
4. Clarifies and defines support service needs and effectively guides the provision of services as outlined in the ISP.
5. Explains to the direct support team the contents of the ISP and the PCP. Prepares PCP meeting notes, goal implementation documents, and provides coaching to the direct support team on how to implement and document ISP goals and other identified service needs.
6. Monitors goal implementation regularly and initiates requests for revisions to the ISP document as needed.
7. Advocates for, monitors and protects benefits eligibility of people served for Food Stamps, Medicaid, Social Security, and the like.
8. Ensures required documents for service costs according to maximum budgetary allocation parameters including authorization for indicated services are obtained, accurate, and filed accordingly.
9. Participates in maintaining the contents of main records of persons served at the administrative offices so that current information is always filed correctly and promptly.
10. Regularly updates diverse information about persons served on multiple databases.
11. Collaborates with other teams to prepare for third-party file audits and other records inspections.
12. Participates in new hire orientation to facilitate training sessions on service planning and documentation and prepares training material based on recommendations from assessments of persons served for direct support professionals.
13. Recommends changes to training curriculum and course offerings as it pertains to service planning for direct support professionals.
14. Participates in team meetings at service sites as needed to coach and train direct support professionals as it relates to goal implementation and documentation.
15. Serves as a main member of the *enAble* Human Rights Committee and contributes on other agency task forces upon request.
16. Identifies, plans, and/or implements training opportunities and support for persons served in the areas of rights and self-advocacy.
17. Collaborates with different departments within *enAble*, consultants, government agencies, community partners, family and others to accomplish the delivery of services for individuals that address well-being, behavioral support, finances, benefits, social roles, support networks, and community inclusion.
18. Maintains cooperative relationships with persons served, family members, and other stakeholders in support of service needs and life goals.
19. Periodically visits service sites to monitor service delivery and documentation in accordance with the ISP and PCP.
20. Attends recommended training sessions fundamental to the role of Support Services Leader.
21. Remains responsive to the changing needs of the organization and persons served.
22. Upholds the vision, mission, and values of *enAble*.

Updated 8/25/2010