

# Lake Cumberland Area Development District, Inc.

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## MEMORANDUM:

TO: All Interested Parties

FROM: Ronda Abrell

DATE: August 26, 2022

RE: Available Position – Participant Directed Services (PDS) Service Advisor

Notice is hereby given that the position of Participant Directed Services (PDS) Service Advisor is available. Anyone interested in applying for this position must present a written statement of interest to Jeric DeVore, indicating your interest in the vacant position. A job description listing relevant qualifications is attached hereto.

Written statements of interest will be accepted until 4:00 p.m. CT. on Wednesday, September 7, 2022.



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Web-Site Address - <https://lcadd.org>  
Equal Opportunity Provider



**LAKE CUMBERLAND ADD  
POSITION DESCRIPTION**

**Class Title:** Participant Directed Services (PDS) Service Advisor/Case Manager

**Department:** Aging & Independent Living

**Supervisor:** Waiver and Eligibility Coordinator

**Supervises:** None

**Class Characteristics:** Under general direction, provides case management activities for individuals receiving PDS and blended services; serves as liaison between the participant and DAIL and Medicaid; performs related duties as required.

**General Duties and Responsibilities:**

**Essential:**

1. Assists DAIL with outreach to and enrollment of participants into PDS.
2. Assists the participant with development and revision of the PDS plan of care/support spending plan (POC/SSP) utilizing person centered planning process and guiding principles.
3. Assists with training of participants and their contracted employees on the principles of self-determination.
4. Facilitates background checks of PDS contractors.
5. Maintains all records and documents, including case notes.
6. Assists the participant with purchasing goods/consumable medical supplies based on the participant's approved POC/SSP utilizing a voucher system.
7. Coordinates with traditional service providers to ensure reassessments are done timely.
8. Initiates Corrective Action Plans when needed.
9. Provides technical assistance to the Participant with managing the budget, spending and maintaining contractor records.
10. Assists the participant with development of an emergency back-up plan which may include arranging for the provision of emergency services if necessary.
11. Requests authorization of additional services and funding if needed.
12. Assists the participant in hiring, training, scheduling, and terminating service providers.
13. Assists the Participant in locating service providers and negotiating rates.
14. Processes contractor enrollment forms and forwards to the Financial Management Agency and to DMS for approval.
15. Assists the participant with the transitions to PDS services and coordination of PDS, traditional waiver services, state plan services and community resources.
16. Monitors the participant's compliance with the POC/SSP and provision of services to ensure that service provision is within the scope of the POC/SSP and prior authorization limits.

17. Forwards information to the Financial Management Agency for the processing of payroll.
18. Assures the health, safety and welfare of the participant and compliance with PDS guidelines.
19. Reports all qualifying Critical Incidents as prescribed by DAIL. See Appendix A.
20. Recommends termination of the participant from PDS when attempts to correct fail or when there is imminent danger to the participant's health or safety.
21. Assists the participant with transition to traditional services upon request of the participant or upon involuntary termination of PDS.
22. Conducts quarterly reviews and updates of the participant's spending plan.
23. Monitors satisfaction of the quality of service provided.
24. Maintains confidentiality and observes HIPAA.
25. Observes established agency policies and procedures.
26. Performs other duties as assigned.

Non-essential: None.

### **DESIRED QUALIFICATIONS**

Training and Experience: A Bachelor's Degree in a Health or Human Services field from an accredited college or university with a minimum of *one (1) year of experience* in a Health or Human Services field or the educational or experimental equivalent in the field of aging or disabilities; or a Registered Nurse with at least two (2) years of experience as a professional nurse in the field of aging or disabilities; or a Master's degree in a Health or Human Services field from an accredited college or university.

Must submit to and be cleared by KARES check or separate required checks to include: applicable criminal record check, applicable Nurse Aide Abuse Registry check, Caregiver Misconduct Registry check, and applicable Central Registry check. Must be CPR and First Aid certified and maintain certification. Must be clear of any communicable disease and must test negative for active tuberculosis per tuberculosis screening. Must submit to and be cleared by agency-required drug screening.

### Special Knowledge, Skills and Abilities:

#### Knowledge:

1. Thorough knowledge of federal and state programs and program guidelines for the elderly and disabled.
2. Thorough knowledge of administrative requirements for programs involving the elderly and disabled.
3. Thorough knowledge of the social and economic conditions of the region.
4. Thorough knowledge of Service Advisor policies and procedures as regulated by DAIL.
5. Knowledge of both formal and informal resources available for the elderly and disabled.
6. Thorough knowledge of human behavior.

7. Thorough knowledge of community organizations and service system development.

8. Thorough knowledge and skill in social and health service intervention techniques and methodology.

Skills:

1. Assess and incorporate available resources for consumers.
2. Oral and written communication skills.
3. Problem solving skills and techniques.
4. Skill in the preparation of detailed reports and plans.
5. Strong interpersonal skills.

Abilities:

1. Ability to recognize the weakness and strengths and to provide continuous care for participating clients.
2. Ability to *coordinate and* communicate well with clients, service providers, the general public and other staff members.
3. Ability to maintain composure under stressful situations.
4. Ability to be flexible in an ever-changing environment.
5. Ability to prepare and maintain accurate records.
6. Ability to work independently.
7. Ability to establish and maintain effective working relationships with co-workers, state and local officials and administrative personnel, clients, and the general public.

**ADDITIONAL REQUIREMENTS**

Annual DAIL Attendant Care Training.

Instructions: Instructions are somewhat general; many aspects of work covered specifically, but requires some use of own judgment.

Processes: Frequently required to refine existing work methods and develop new techniques, concepts, or programs within established limits or policies.

Review of Work: Supervisor will spot check work as it is being completed and work is reviewed upon completion.

Analytical Requirements: Work frequently involves decisions based on knowledge of many factors where application of advanced or technical concepts is predominantly required.

Decisions and Judgments: Position requires the ability to determine needs and the availability of resources..

Physical Demands of the Job: Work is typically performed in an office setting requiring intermittent sitting, standing or stooping; must work outdoors for consumer

visits, including the requirement to operate vehicle in all weather conditions. Must lift objectives in excess of 25 pounds.

Tools and/or Equipment Used: Basic office equipment (computer, copier, telephone, fax machine, etc.); must operate a vehicle as a job requirement.

Contacts: Frequent public and internal contacts requiring tact and diplomacy.

Confidential Information: Regular use of confidential information.

Mental Effort: Heavy.

Interruptions: Constant.

Special Licensing/Certification Requirements: Must possess and maintain a valid driver's license. Also see desired qualifications. Must attend regularly scheduled training to maintain certification. Registered Nurses must maintain a valid license as a condition of continued employment.

Additional Requirements: Overnight travel as needed. The Service Advisor must be available 24 hours a day, 7 days a week.

Overtime Provision: To be determined by current state and federal regulations.

## AGENCY EXPECTATION STATEMENT

In the performance of their respective tasks and duties all employees are expected to:

1. To be knowledgeable and follow all policies and procedures set by LCADD. Support the overall work and functions of LCADD.
2. Interact professionally with other employees, customers/clients, outside agencies and the community. Show dedication to meeting the expectations and requirements of internal and external customers.
3. Show commitment to the LCADD region and accountability and ownership of work.
4. Work effectively as a team contributor on all assignments.
5. Work independently while understanding the necessity for communicating and coordinating work efforts with supervisor, fellow employees and organizations.
6. Perform quality work within deadlines with or without direct supervision.

\*The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, requirements or responsibilities.