

## WALNUT STREET CENTER, INC.

### Job Description

<b>Position:</b> Day Habilitation Program Coordinator	<b>Pay Rate:</b> Negotiable
<b>Department:</b> Day Habilitation	<b>Hours:</b> Full Time; Mon. – Fri.
<b>FLSA Status:</b> Exempt	
<b>Reports To:</b> Director of Day Supports	
<b>Date Written:</b> July 2011	

#### Summary:

Provides supervision and oversight to the Day Habilitation Program. Ensures individuals receive quality support services to aid them in achieving their full potential, while keeping with the Agency's mission and philosophy.

#### Essential Duties:

1. Treats individuals with respect and upholds their human rights.
2. Ensures program staff treat individuals with respect and uphold their human rights.
3. Advocates and ensures that staff advocate for individuals.
4. Encourages and ensures staff encourage individuals to be as independent as possible.
5. Ensures that the department is achieving goals and standards set by **Mass Health**, the Department of Developmental Services (DDS), C.A.R.F., Q.U.E.S.T. and the Agency's mission statement, including the achievement of maximum independence and community involvement.
6. Provides direct supervision to Day Hab Managers and direct care staff which includes, but is not limited to: hiring, evaluating, scheduling and performance management.
7. Attends grievance meetings and assists Human Resources Department with the resolution of employee grievances.
8. Provides relevant training to program's direct care staff and front line supervisory team.
9. Assist Day Supports Director to ensure program meets requirements of MassHealth regulations, including the timely completion of **Day Hab Service Plans** (DHSP) related paperwork, maintaining all client records up to MassHealth standards, ensuring the collection of accurate data by program staff, attending monthly Mass Day Hab Coalition meetings, work in conjunction with the Interdisciplinary Team (IDT), and maintain open communications with primary contacts at MassHealth.
10. Works with program managers, consultants and program staff to develop and coordinate daily activities and integrate them to meet individuals' DHSP objectives.
11. Assists with the preparation for internal and external audits and evaluations (MassHealth CARF, internal system reviews, etc.). Ensures program is consistently prepared for any scheduled or unscheduled audits and/or evaluations.
12. Ensure quality, proactive and consistent communications with all guardians and when applicable, family members either verbally or in writing.
13. Serves as a liaison between the Agency, DDS Service Coordinators, guardians and support staff.
14. Attends and participates in Interdisciplinary Team (IDT) meetings, clinical meetings and attends quarterly DDS meetings as needed.
15. Maintains accurate and current records and systems as required by licensing boards and internal agency policies.
16. Attends all trainings required and receives a passing score on all required certifications (CPR, First Aid, MAP, NVCI, etc.)
17. Moves consistently between program areas and other rooms in main building to attend trainings, meetings, provide program oversight, etc.

18. Follows emergency and evacuation procedures and physically assists individuals from building during fire alarms, evacuations and assists them as needed in all other emergency situations.
19. Ensures safety, health and well-being of all program participants via the department's implementation of outlined emergency procedures and all Human Rights policies and regulations.
20. Monitor the health and physical/mental well-being of the individual. Responds to concerns immediately and coordinates with appropriate clinical staff to address issues.
21. Maintains a safe and healthy work environment by ensuring staff are observing surroundings and addressing any unsafe/unhealthy or potentially unsafe/unhealthy conditions and follow safety procedures as outlined in Agency policy.
22. Maintains a physically safe work environment and reports work related injuries to Human Resources in a timely and accurate manner.
23. Maintains confidentiality by discussing individual concerns only with appropriate people in private settings as required by HIPAA and other applicable confidentiality rules and regulations.

**Other Duties:**

1. Attends and participates in arbitration hearings with the support of the Human Resources Department.
2. Assist Director of Day Supports with program planning, development and the procurement of referrals.
3. Implements behavioral interventions and performs crisis intervention (verbal and physical) utilizing NVCI procedures and protocols.
4. Performs, oversees and assists staff with crisis intervention.
5. Occasionally moves, positions oneself, transports and otherwise assists individuals with daily routines and ADLs (toileting, feeding, dressing, etc.).
6. Occasionally lift and/or transfer/move individuals in and out of wheelchairs, vehicles, up from and down to a mat etc.
7. Staffs program during staff shortages and emergencies, including assisting with the transportation of individuals between their home and the work site.
8. Assists Director of Day Supports with special projects.
9. Other responsibilities as assigned.

**Minimum Qualifications and Competencies:**

1. Committed to helping individuals with developmental disabilities achieve their maximum potential.
2. Bachelor's degree in related field (Psychology, Social Work, Human Services, etc.) preferred.
3. At least 10 years experience in a healthcare/human services related field.
4. At least 5 years working with adults who have developmental disabilities.
5. At least 5 years of mid-level supervisory experience in a human service environment.
6. Experience with current MassHealth, CARF, DDS and Q.U.E.S.T. regulations required.
7. Proficient in the English language (verbal and written).
8. Demonstrated ability to work with individuals and their families, guardians, service providers and other stakeholders in a respectful and supportive manner.
9. Manages difficult or emotional customer situations; Responds promptly to the needs of individuals, staff and other stakeholders.
10. Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

11. Treats people with respect; Keeps commitments; Inspires the trust of others; Works professionally, ethically and with integrity; Upholds the mission and values of the agency.
12. Ability to handle multiple tasks and work with little structure.
13. Demonstrated organizational, communication, and leadership skills required
14. Excellent written and verbal communication skills.
15. Ability to consistently move and transport up to 10lbs.
16. Ability to frequently move and transport up to 10-30lbs.
17. Ability to occasionally move and transport 30-80lbs with assistance.
18. Ability to occasionally move and transport 80+lbs with assistance.
19. Ability to occasionally perform physical restraints.
20. Ability to consistently move between program rooms, offices, training areas, cafeteria, conference rooms and other areas in main building as necessary.
21. Ability to occasionally ascend and descend stairs.
22. Certified or ability to become certified in CPR, First Aid, NVC, MAP and other certifications as required.
23. Valid driver's license, satisfactory driving record and willingness and ability to drive a personal vehicle for agency business as needed.
24. Ability to work independently as well as in a team.
25. Ability to teach program staff to perform their jobs.
26. Experience implementing behavioral intervention techniques.
27. Punctual and dependable.
28. Willingness and ability to perform the essential functions of the position with or without accommodations.

**This job description may be revised at any time the needs of the agency change.**

**I have read and accept the responsibilities of this position:** \_\_\_\_\_  
**Signature** **Date**

Employee Name: \_\_\_\_\_

Start Date: \_\_\_\_\_