

**THE ARC CADDO-BOSSIER
MEDICAID WAIVER-PCS PROGRAM**

POSITION TITLE: SUPPORTS MANAGER

PREREQUISITES:

1. A Minimum of Two Years of Experience working in the Developmental Disabilities Field.
2. Must own or have access to a Vehicle that is Properly Inspected and Insured.
3. Must be 25 Years or Older.
4. Must possess a Valid Louisiana Driver's License.
5. Acceptable Motor Vehicle Report.
6. Certified in CPR/First Aid. (must be obtained prior to employment)

POSITION FUNCTION: The Supports Manager will assist with the effective and appropriate delivery of all services to individuals and/or their families served by The Arc Caddo-Bossier Medicaid Waiver-PCS Program. The Supports Manager will assist with the day to day operations within the Medicaid Waiver-PCS Program along with implementing/following policies and procedures.

SPECIFIC DUTIES:

1. Ensure that Quality services are delivered.
2. Effectively Train and Manage each Facilitator under their Supervision.
3. Conduct and Document Weekly Meetings with each Facilitator.
4. Maintain up to date knowledge of Social Service Providers, Government Agencies and Entitlement Programs.
5. Attend State Trainings / In-services pertaining to the programs we serve and provide Facilitators with all new State Requirements.
6. Serve as a member of the Specially Constituted Committee and/or Human Rights Committee and attendance a minimum of one meeting per year.
7. Ensure all services provided by The Arc Caddo-Bossier Medicaid Waiver-PCS program are in compliance with state and federal guidelines.
8. Assist with attending Initial intake interviews with eligible consumers requesting services from The Arc-Caddo Bossier Medicaid Waiver-PCS Program.
9. Conduct unannounced visits to the home of Consumers we serve to assist with maintaining quality services along with completing satisfaction surveys.
10. Maintain thorough, accurate, and current confidential records on individuals in the program.
11. Review and ensure that provider plans, incident reports, and other pertinent documents are written and sent to appropriate agencies in a timely manner.
12. Assist with resolving issues and concerns in a timely manner.
13. Address Disciplinary and/or Performance problems according to The Arc Caddo-Bossier's company policy. Prepare written warnings and communicate effectively with employees on warnings and make effective/appropriate decisions relative to corrective actions as required.
14. Assist with promoting and maintaining a harmonious, cooperative, and enthusiastic working relationship among all staff and program participants.
15. Serve on the on-call roster for the department, if necessary.
16. Be able to lift 35-40 pounds without problems.
17. Be able to work flexible and changing hours as needed.
18. Any other duties deemed necessary by the supervisor.

REPORTS TO:
PROGRAM DIRECTOR

SUPERVISORY RESPONSIBILITY:
Facilitators

***PERSONALLY-OWNED VEHICLE USE IS AUTHORIZED FOR THIS POSITION WHEN
APPROVED BY SUPERVISOR**

April 2019