

Arc of the South Shore
Job Description

JOB TITLE: Fee Basis Face to Face Skills Trainer

DEPARTMENT: PCA PROGRAM

Description of Position: Fee Basis Professional

Under the direction of the PCM Director, the Fee Basis Face to Face Skills Trainer is responsible for the Intake and Orientation visit and face to face instructional services for the Personal Care Management agency, in accordance with Mass Health PCM contract and regulations. This position assists Mass Health Consumers, prospective surrogates and Community Case Management in developing the skills and acquiring resources necessary for the Consumer/Surrogate to successfully self-manage their PCA program in the following areas: employment and management of PCA workers, personal health care, emergency needs and fulfilling responsibilities related to the Fiscal Intermediary. This position involves time sensitive practices, strict adherence to documentation and recording requirements, and tracking of consumer's Prior Authorization. This position works closely with the PCM Dept Staff RN, Skills Trainers, and PCM Director.

Responsible to: PCM Director

Essential Duties and Responsibilities:

1. Provide Initial Intake and Orientation visit to include assisting consumer in filling out FI paperwork and returning this documentation to the PCM office in a timely manner.
2. Schedules, confirms and provides quarterly skills training face to face visits, as assigned, for PCA consumers throughout their first year of the PCM program and for newly referred CCM consumers
3. Provide face-to-face skills training for PCA and CCM consumers as assigned and/or at the Consumer/Surrogate's request or due to a change in surrogacy consistent with Mass Health contract requirements.
4. Provides relevant information and training to PCA and CCM consumers / surrogates following Agency, PCM and MassHealth guidelines and processes
5. Gathers and tracks relevant information, completes required documentation, obtains required signatures associated with each assignment

6. Submits all completed documentation to agency office together with the appropriate billing slip for each completed assignment, strictly adhering to required timelines
7. Respond to consumer/CCM/agency phone calls and voicemail messages within 2 business days as required by MassHealth regulations and document calls in consumer telephone log
8. Provide phone consultation for skills training needs of consumer regarding receipt of Mass Health correspondence(s).
9. Problem solve and resolve day-to-day assignment related issues in a timely manner, consulting with PCM Director, Staff RN or other stakeholders as appropriate
10. Report all suspected fraud and/or neglect or abuse to respective agencies, as per reporting protocols
11. Establish and maintain a positive and professional relationship with consumers, families, outside agencies, Arc participants, co-workers, supervisors, funding sources, etc.
12. Cultivate and maintain open and effective communications with the FI, Cerebral Palsy of Mass, consumers, families, co-workers, supervisors, etc.
13. Maintain a current understanding and working knowledge of FI and Cerebral Palsy of Mass. procedures and requirements relevant to agency PCM service delivery
17. Attend and participate in 2 PCA Program staff meetings annually
18. Attend annual meeting with supervisor for staff evaluation
19. Co-visits or telephone consultation with supervisor occasionally as requested
20. Attend and participate in all mandatory trainings
21. Maintain up to date certifications as required for this position
22. Other duties as assigned.

***I have received, reviewed and understand the job description as written.**

Signature of Employee:_____ Date:_____

Signature of Supervisor:_____ Date:_____