

JOB DESCRIPTION

CSS LEAD CONSULTANT

Qualifications:

Bachelor's degree in social services, human services, behavioral sciences or an allied field, and 3 years of paid social services experience performing functions equivalent to a Social Worker or Case manager. OR A bachelor's degree with 2 years experience in the coordination or provision of Independent Living or comparable services. Has reliable personal transportation. Personal values aligned with the programs values. Ability to work harmoniously and collaboratively with others.

Job Duties:

Provides leadership and technical supervision to other Consultants

Fosters program values: Listening, responsiveness, respect, and support for participant's personal decision making.

Maintain and keep participant confidentiality and HIPAA compliance.

Keep proper participant and program records and files in accordance with Sunrise policy.

Support Participants to develop Person Centered Spending Plans (PCSP), in accordance with their budgets.

Support participants to have the authority to direct and manage their own services to the extent that they wish.

Support participant decision- making and desired outcomes.

Ensure that participant have access to assistance as needed to obtain and coordinate services.

Share in rotation with other CSS in checking after hours and weekend messages of concern from participants.

Promptly address issues participants encounter in community living.

Develop relationships with other provider/organizations in order to promote NFCDS participant's opportunities for choice in services and providers.

Adhere to and follow HBCS, contractual, State, and Sunrise policy requirements.

Respond appropriately, routinely, objectively and consistently to participant changes.

Conduct regular surveys, interviews, and questionnaires to obtain and document participant feedback.

Connect participants to a wide range of support services in accordance with their PCSP.

Provide participants with training and support to exercise and maintain their own decision-making authority.

Inform and support participants to exercise their Medicaid due process rights.

Inform Participants how to register complaints and follow procedures to resolve complaints in a timely fashion.

Provide timely, responsive, and culturally sensitive customer service to participants, the Department, and suppliers of goods and services.

Track participant, individual providers, and vendor complaints.

Travel to participant's homes with own transportation.

Rotates after hours pick up of voice messages with other Consultants

Performs related work as required.

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