

Job Title:	Resource Specialist
Requisition Number:	JO-1503-2017
Grade:	12
Salary Range:	\$71,716.00 - \$91,750.00
Promotion Potential:	No
Agency:	Disability Services
Location:	1125 15th St NW
Area of Consideration:	Open to the Public
Opening/Closing Date:	4/8/2015 - 4/18/2015

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RESOURCE SPECIALIST

CS-101-12

\$71,716 - \$91,750

Job Summary

Collective Bargaining Union (Union)

If you like to stay busy and immersed in cultural activities, then Washington, DC is the place to be! Museums, restaurants, great climate, green space and job opportunities are among the many positives of living in the Nation's Capital. Not to mention the residents of the District of Columbia are highly educated and the region has some of the best schools in the country. Each day the District of Columbia continues to be ranked in the top 10 of thriving city indicators where you can live, work and play.

This position is located in the Department on Disability Services (DDS), Office of the Deputy Director for Developmental Disabilities, Quality Management Division, Resource Planning and Allocation Unit. The Unit is primarily responsible for the overall management and support for providers deemed qualified by DDS. The unit is committed to ensuring health and safety, quality of services, and that individuals and families have the opportunity to choose their own providers from an array of qualified providers. The unit works collaboratively with providers to ensure they meet the standards set forth by the department, is the link for providers to DDS, and ensures individuals receive services which meet their needs and are flexible, and lead to a quality of life experience.

The incumbent will be expected to participate in the process and on the committee to review the applications of individuals requesting to become qualified provider for DDS. Performs as an active team member in the decision to recommend approval of a provider to the Department of Health Care Finance (DHCF). Receives provider applications and reviews prior to participating in the qualification process. Ensures that the provider responds appropriately to a series of questions regarding their mission, business outlook, type of client they are prepared to serve and an acceptable writing sample. Reviews the readiness plan completed by the assigned specialist for newly qualified providers. Renders decision on the provider application before the application can be referred for Medicaid Waiver approval from DCHF. Ensures the assigned provider is fully prepared and implementing all of the activities outlined in the application, meeting DDS standards for quality and ensuring a person's health and safety. In conjunction with the assigned specialist, makes the final approval of readiness for a provider to begin receiving referrals through DDS. Provides recommendations to the supervisor regarding the approval of the site. Receives assignments of approved new providers and enters information into MCIS. Reviews the integrity and auditing of the MCIS placements both day and residential and ensures the continuous review of individuals' addresses in MCIS. Ensures providers identify vacancies to the assigned specialist. Monitors weekly vacancy reports submitted by assigned providers to ensure accuracy. As providers accept individuals into their service delivery system, works with Contracts, Service Coordination and the provider to ensure compliance with established rates.

Receives requests, indicating the appropriate level of care, from Service Coordination for placement in a provider resource. Completes service funding authorization (SFA). Acts as the central contact liaison to work with providers, Service Coordination, Office of Contracts and Procurement and the Medicaid Waiver Unit staff to ensure appropriate Medicaid and local funded payments to providers. Facilitates the process to resolve issues involving a conflict surrounding required supports for individuals between DDS and a provider. Works closely with providers to develop systems to ensure necessary and appropriate actions are taken to protect the health and safety of individuals. Conducts an annual meeting to review a provider's performance and develops continuous improvement plans, actions and benchmarks for review by DDS. This meeting includes staff from Quality Management, Service Coordination, Health and Wellness, Contracts and Medicaid Waiver at a minimum; and may also include other departmental staff and other agency staff as needed.

Provides technical assistance to providers in developing strategic plans that mirror DDA agency goals. Ensures there is a clear strategic vision for the agency and that staff are able to articulate the vision which will result in positive outcomes. Stimulates creative ideas and programs with staff and keeps them abreast of trends and best practices in the field. Provides assistance to the provider community which impacts effectiveness, resilience and commitment to excellence in order to enhance the delivery of services. Informs and influences communities of practices. Ensures compliance with all DDA policies and standards. Encourages providers to work collaboratively and share resources to promote better outcomes. Assists in developing policies, procedures, guidelines and systems.

Performs official annual site visits on residential placement and day programs for each provider. Completes annual residential and/or day program monitoring tool. If deficiencies are noted through the tool, issues are generated through the Issue Resolution System and are reflected in MCIS as a provider issue. Responds to provider concerns expressed by persons being supported, their families, community members, or DDS staff. Works closely with the Quality Management Division to review reports from various entities, ensuring the implementation of plans of action. Coordinates all necessary technical assistance with DDS divisions, staff and providers. Works closely with providers to develop systems to ensure necessary and appropriate actions are taken to protect the health and safety of persons receiving services. Identifies and reviews best practices affecting DDS services that advance the mission and goals of DDS such as self-advocacy, self-determination, employment for people with disabilities, and self-directed services and supports. Invites providers in several times a year to present their available services to Resource Specialists and Service Coordinators.

Performs site visits based on complaints in conjunction with Quality Management Services as part of the enhanced monitoring team. Reviews reports from various entities and ensures the implementation of plans of action. Coordinates all necessary technical assistance and supports with DDS divisions, staff and providers. Works closely with providers to develop systems to ensure necessary and appropriate actions are taken to protect the health and safety of individuals. Makes visits several times a month based on the severity of the infraction and whether a resolution has been made. May make recommendations to suspend agreement with Medicaid Waiver if issues are not resolved.

Participates in the establishment of Host Home Providers (HHP), reviewing all qualification documentation from the Parent Provider to confirm that the perspective Host Home Provider is eligible to become a provider. Reviews agreements with the perspective provider to ensure the cost/payment according to the services and support provided. Monitors the homes and reviews individual books of the HHP. Completes yearly site visits, documenting issues as they relate to DDS and the client.

Performs other duties as assigned.

Collective Bargaining Union (Union)

This position is in the collective bargaining unit represented by local union AFGE 383 and you may be required to pay an agency service fee through direct payroll deduction.

Qualifications

Degree: behavioral or social science; or related disciplines appropriate to the position.

OR

Combination of education and experience that provided the applicant with knowledge of one or more of the behavioral or social sciences equivalent to a major in the field.

OR

Four years of appropriate experience that demonstrated that the applicant has acquired knowledge of one or more of the behavioral or social sciences equivalent to a major in the field.

Licensures, Certifications and other requirements

NONE

Education

Behavioral or social science; or related disciplines appropriate to the position.

Work Experience

Experience working with varied duties that require many different and unrelated processes to develop, manage and support a group of qualified providers who are committed to ensuring the health, safety and wellbeing of the individuals with disabilities.

Experience making decisions concerning such things as interpretation of large amounts of information, planning the work processes and refining methods and techniques used.

Work Environment

The work is primarily performed in an office setting and sedentary although walking, bending and carrying of light objects is required. Use of a computer is required as is filing. Local travel is required for visits to the homes of individuals and provider resource facilities.