

Job Title:	Resource Specialist
Requisition Number:	JO-1507-2798
Grade:	13
Salary Range:	\$82,627.00 - \$106,468.00
Promotion Potential:	No
Agency:	Disability Services
Location:	1125 15th St NW
Area of Consideration:	Open to the Public
Opening/Closing Date:	7/2/2015 - 7/12/2015

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RESOURCE SPECIALIST
CS-101-13
\$82,627 - \$106,468

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 Administration, Quality Management Division, Provider Resource Management 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 people receive services which meet their needs and are flexible, and lead to a quality life experience.

The incumbent is the central link to DDS for qualified providers to support, educate, and ensure systems of improvement are implemented. This position will perform at the advanced level and be the lead liaison for assigned qualified providers and collaborate with all the divisions of DDS including: Service Coordination, Contracts, Office of the Agency Chief Financial Officer, Quality Management Division, Business Relations, Legal, and the Health and Wellness Unit.

Provides oversight, ongoing technical assistance, and supports the recruitment of providers who exhibit high quality, specialized expertise which has the potential to meet the needs of people seeking supports.

Organizes, coordinates, and facilitates the annual Provider Performance Review (PPR) process for active residential, in-home support, and day providers. Gathers and reviews provider performance data to create PPR meeting materials for internal agency review. Facilitates the internal provider performance review meeting with other DDA units to include Health and Wellness, Service Coordination, Business, Contracts, and QMD units; generates the annual findings for each provider. Coordinates and facilitates PPR meetings with each provider. Provides guidance and technical assistance to providers related to areas identified during the PPR as needing improvement. Oversees development of each providers "continuous improvement plan (CIP)" and ensures plans are fully approved.

Participates as part of the "provider review committee" panel; meeting with the key personnel of potential providers, who have submitted their Department of Health Care Finance (DHCF) Home and Community Base Service (HCBS) waiver provider application for pre-screening to DDA.

Provides ongoing technical assistance to providers related to new/changing agency policies/mission/vision, evolving "best practices", etc. Plans and facilitates workshops, large group forums, and/or focus groups. Works closely with providers to develop systems to ensure necessary and appropriate actions are taken to protect the health and safety of the people they support and encourage service models that lead to "self-directed" lives. Reviews reports from various entities and ensures the implementation of plans of corrections. As needed monitors and/or conducts site visits, based on complaints and/or special projects, in some cases as part of a larger DDA monitoring team.

Functions as a resource for Service Coordination and other DDS units, to better understand the specific services and supports offered by assigned providers. Supports providers with efforts to market and promote their services.

Perform 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.

Work that involves establishing criteria, formulating objectives, assessing program effectiveness, and or analyzing a variety of unusual conditions, problems or questions in order to ensure that individuals served receive services which meet their needs and enhance their quality of life.

Work Environment

The work is primarily sedentary although walking, bending and carrying of light objects is required. Use of a computer is required as is filing. Visiting other public or private offices and using public or private transportation may be required.

The work is primarily performed in an office setting.