Job Title:	Resource Specialist
Requisition Number:	JO-1701-7787
Grade:	13
Salary Range:	$87,657.00 - $112,956.00
Promotion Potential:	No
Agency:	Disability Services
Location:	
Area of Consideration:	Open to the Public
Opening/Closing Date:	1/26/2017 - 2/5/2017

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RESOURCE SPECIALIST
CS-101-13
$87,657 - $112,956

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.

INTRODUCTION

This position is located in the Department on Disability Services (DDS), Office of the Deputy Director for Developmental Disabilities Administration, Quality Management Division, Quality Resource 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, Operation Division, Business Relations, Legal, and the Health and Wellness Unit.

JOB SUMMARY

The incumbent will provide oversight, ongoing technical assistance, and support to existing providers and for the recruitment of new 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 pre-meeting with other DDA units to include Health and Wellness, Service Coordination, Operations, Contracts, and QMD units; generates the annual findings for each provider. Coordinates and facilitates the PPR meeting 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.

Provides ongoing technical assistance to providers related to new/changing agency policies/mission/vision, evolving best practices, to include Person Centered Thinking (PCT) and HCBS Settings Standards. Plans and facilitates workshops, large group forums, and/or focus groups. Identifies and develops networks with various community resources to share with stakeholders in support of community integration and inclusion for people supported by the agency. 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.

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.

Functions as a facilitator, assisting in the resolution of conflicts and concerns involving various DDA service providers.

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.

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.

Licensures, Certifications and other requirements

NONE

Education

Bachelor's degree in behavioral or social science; or related disciplines appropriate to the position.

Work Experience/Knowledge

Extensive knowledge of applicable District and Federal laws, regulations, guidelines, principles, practices and techniques, including agency policies sufficient to assess provider applicants who exhibit high quality specialized expertise which has the potential to meet the needs of the people seeking supports.

Knowledge of the local community resources and the various benefits available to people supported by DDS.

Knowledge of District's HCA budget and spending guidelines, procurement regulations, correspondence protocols and the information technology regulations.

Ability to provide guidance and leadership to teams of internal and external stakeholders.

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.