

FITZMAURICE COMMUNITY SERVICES, INC.
JOB DESCRIPTION

JOB TITLE: Family Support Specialist – Non Exempt
REPORTS TO: AVP of Home, Community and Employment Services
DIRECTLY SUPERVISES: Per Diem Workers

GENERAL SUMMARY: (General Purpose of the Job)
Perform duties as delegated by Assistant Vice President of Home, Community and Employment Services.

ESSENTIAL FUNCTIONS: (Primary Responsibilities)

- To participate in the ongoing communication, support and training for families and staff working with individuals through Agency with Choice or Traditional Service models.
- Track ISP Plans, documents and dates
- Work with Service Coordinator (SC) to set ISP's for new and existing individuals. Help facilitate creating the budget breakdown with regard to each service, rates, units and subtotals, ensuring the subtotals are within the individual's allotted budget.
- Monitor all updates and changes for accuracy in Individualized Service Plans (ISP's) for the individual on your caseload.
- Attend ISP meetings, house visits and quarterly meetings at day programs and work programs.
- Advocate for clients to maintain/increase services as the needs change
- Training for families in AWC regulations.
- Training and administrative assistance for AWC Managing Employer's which encompasses all areas of paperwork.
- Monitor individual budgets, service units and utilization for individuals to ensure they stay within their budgets and do not over-utilize hours of service.
- Review daily notes for family members, make suggestions to assist in setting outcomes for clients.
- Maintains employment files for all employees.
- Promotes positive reputation of Fitzmaurice Community Services, Inc. programs by acting to resolve any concerns/complaints in a timely manner.
- Follows chain of command and consults with appropriate department executives non-routine matters involving individual, fiscal and employee concerns.
- Attends scheduled administrative meetings. Holds regular meetings with staff.
- Cooperates with other departments to promote and support agency programs and business strategies.
- Represents the agency at local, state and national association meetings and functions.

CONNECT FUNCTIONS

- Review all submitted daily notes
- Create / revise Daily Note (Plans) for individuals you supervise prior to the effective date. Submit for audit.
- Download all ISP updates from HCISIS and attach to Connect
- Make changes in an individual's base schedule and/or location
- Notify Director of Technology of all staff changes (additions, moves, terminations) prior to the change or immediately after. Terminations should be made known prior or immediately after termination meeting so that access can be stopped.
- Notify FSCA of any Individual movements.
- Update all demographic fields in Connect as needed based on changes or licensing requirements.
- Verify all documents attached in Connect by FSCA and provide documents to Office Receptionist.
- Write monthlies within (15) business days of end of period. Provide signed document back to FSCA to scan and attach in Connect.
- Take photos (head & body shot) of all referrals/new intakes at first meeting of Individual. Take new photos every two years. Provide photos to IT for editing and posting.

- Enter Newsfeed updates as needed. Any notable change to the individual.
- Provide Connect training to AWC families
- Use all technology provided to assist with job responsibilities.

QUALIFICATION STANDARDS:

- High School Diploma or equivalent
- 18 years or older
- Computer knowledge; Microsoft office business, Excel and Publisher
- Valid and Insurable U.S. Drivers License
- Physical ability to perform all duties associated with position including lifting and carrying techniques up to 25lbs.
- Properly perform the techniques taught in CPR/ First Aid.

JOB REQUIREMENTS:

- Ability to work independently and function in a team environment
- Strong communication skills
- Ability to work well with individuals using verbal and non-verbal skills
- Work with families of intellectually disabled individual in a professional, compassionate manner
- Ability to service Carbon, Monroe and Pike area
- Flexible

ACCIDENT OR HEALTH HAZARDS: (Associated with Position)

- Possibility of individuals becoming violent or aggressive

Accept Position _____ Decline Position _____

Family Support Specialist

Date

AVP of Home, Community and Employment Services

Date