



Job Description Form

Position Number: 39-02, 39-03, 30-02, 30-03, Title: Client Service Specialist (CSS)
36-02, 36-03, 34-02, 34-03

Division: Community Housing

Department: ICFs /IRA's

Reports To: ICF Program Coordinator

Prepared By: Pamela Dunn, Director of
Community Housing

FLSA Classification: Non-Exempt Exempt

I. PURPOSE OF THE JOB

To ensure that Individual Program Plans (IPP's) are properly implemented, all of the needs of the people we support living in the ICF are met, and that individuals are being supported in living the most meaningful lives possible.

II. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Scheduling: always ensuring that there is an adequate number of employees available at the ICF to properly implement all aspects of program plans, including Supervisory Protocols.

Approve employee requests for Vacation and Paid Short Time Leaves (PTO).

Monitor and attempt to minimize *overtime*.

- Training: Direct Support Professionals are to be thoroughly trained with regard to all of the IPP's.

Within the first two weeks of a Direct Support Professional's employment, the CSS will cover all areas of the On-Site Orientation Checklist with each new employee.

The CSS is responsible for ensuring that Direct Support Professionals are well trained in every facet of their job.

Ensure that Direct Support Professionals attend training as scheduled by the Training Coordinator.

- Observations: Complete a minimum of two Program Observations per week in the ICF to ensure that Direct Support Professionals are implementing programs consistent with their training. CSS's will provide immediate retraining to Direct Support Professionals, based on Observations.



CSS's are expected to do *at least* one Third Shift Monitoring visit every month, at the ICF to which they are assigned, as well as at a nearby IRA.

CSS's also regularly do Observations at Day Providers as directed by the Program Coordinator.

- Documentation: At least twice a week, CSS's are expected to review documentation in the ICF. Examples of documentation to be reviewed by CSS's include, but are not limited to the following:
 1. Daily logs – should be reviewed for thoroughness and verification that goal data documentation is being recorded consistent with the methodology described in the corresponding program.
 2. Van logs – the Van Sign Out logs should be compared with the Van Inspection logs, and both are to be reviewed for thoroughness and accuracy. Review of Van logs is to be at least once every two weeks, consistent with Empower Policy.
 3. Duty Rosters – CSS's should review all Duty Rosters prior to implementation.

In all cases, CSS's should initial and date that they have reviewed documentation.

- Direct Care: CSS's provide assistance to Direct Support Professionals in providing direct services to people we support, as needed. Such assistance includes passing medications and going on med. appointments.
- On Call: CSS's will take turns being on call with other members of the ICF management team. While on call, the CSS's are available to receive calls from employees who are going to be late for their scheduled shifts, or are sick and not able to work their scheduled shifts. CSS's will also be available to receive emergency calls from the ICF, and, when the situation warrants, will go in to the ICF to directly assist with emergencies.
- Interviewing: CSS's are responsible for interviewing candidates for hire and making recommendations as to their suitability for hiring.
- Physical Plant: CSS's are responsible for the overall maintenance of the facility, and need to proactively address any and all needs.
 - Fire Drills – at least one per shift, per quarter. All Fire Drills for the quarter should be completed within the first two months of the quarter.
 - Supplies – ensure that Direct Support Professionals have everything that they need to do their jobs: e.g. gloves, wipes, time cards, office supplies, etc.



Insure that the people we support have everything that they need for ADL's, etc.

- Assist program planning: In this role, CSS's will attend ITT meetings, and assist in developing individual program plans (ISP).
- Maintain an ongoing dialogue with Day Program staff thus contributing to the integration of services. Periodic data on people we support programs will be obtained from Day Program staff and documented in the person we support confidential record. Observations at Day Program will be done on a regular basis.
- Staff meetings: Develop agenda for and share responsibility in chairing ICF Staff Meetings on a monthly basis.
- Committees: Participate in committees as assigned by the Director of Community Housing.
- Quality Assurance:
 1. Investigations: CSS's are all trained to investigate Serious Reportable Incidents and Allegations of Abuse and Neglect, and will periodically be asked to do investigations.
 2. Internal Surveys: All Community Housing Management staff participate on at least one Internal Survey team as part of the QA/QI process.
 3. Filing Serious Reportable Incidents and Allegations of Abuse or Neglect in collaboration with the Quality Assurance department.
- Union: CSS's must be familiar with the Collective Bargaining Agreement, and must vigilantly comply with it at all times.

CSS's will be involved in bi-monthly In House Issues committees within their ICF.

III. OTHER DUTIES AND RESPONSIBILITIES

- Complete other duties as assigned by Program Coordinator.

IV. SUPERVISORY RESPONSIBILITIES

- Supervision: Minimally, Direct Support Professionals are to be met with 1:1 on a monthly basis; probationary employees should be met with on at least a *weekly basis*. Agenda for 1:1 meetings should include, but is not limited to: Attendance, Documentation, progress on employee's goals, and verifying that Certifications (Medication Certification, SCIP-R, CPR, etc) continue to be current.



Provide employees with regular feedback on their job performance. When necessary, formally discipline employees.

Complete timely Probationary and Annual performance evaluations for assigned Direct Support Professionals and LPNs. The evaluation process should include the CSS and Direct Support Professional or LPN collaborating on the establishment of goals for the employee. It is the CSS's responsibility to *know* when evaluations are due and to complete them in a timely fashion. Probationary Evaluations are a priority.

Satellite Files – consistent with HR Policy, CSS's are responsible for maintaining Satellite Files for all of the employees that they directly supervise.

V. KNOWLEDGE AND SKILLS

- Bachelor's Degree in area of related human services (e.g., special education, psychology, social welfare, etc.)
- Associates Degree with one year's experience in providing direct care services to developmentally disabled individuals.
- A high school diploma, with two years' in providing direct services to developmentally disabled individuals.
- Medication Certification, including G-tube certification where applicable.
- New York State driver's license required.

VI. FISCAL RESPONSIBILITY

- CSS's are responsible for managing *Personal Allowance* monies for individuals living in the ICF. This is to be done consistent with Empowers Policies and Procedures.
- CSS's are also responsible for managing other *Petty Cash* accounts in the ICF consistent with NCP policies.
- When developing Direct Support Professional schedules, CSS's are responsible for not scheduling beyond their FTE's, and for keeping overtime to a minimum.

VII. EXTENT OF PUBLIC CONTACT

- CSS's are regularly expected to visit the sites of Day Providers for the purpose of attending meetings, doing observations, etc.
- CSS's may be involved in assisting the Training Coordinator as he provides training at conferences.



- CSS's, on occasion, will attend conferences.

On all of the above occasions, CSS's serve as representatives of the Agency, and are expected to show courtesy, tact, consideration, and discretion in all interactions with other members of the Empower Community and with the public.

- CSS will obtain the Medication Certification within the probation period.

VIII. FUNCTIONAL ABILITIES

- Fluent in reading, writing and speaking English.
- Visual and auditory acuity sufficient to perform reviews of individual records, interact effectively with staff, individuals and families and conduct face-to-face interventions, when needed.
- Mobility, physical strength and endurance sufficient to attend to program activities in and out of the ICF.
- Possess valid NYS driver's license to transport individuals in the Agency van, when necessary.
- Ability to lift 50 pounds without restriction in order to safely assist individuals with physical needs and initiate SCIP with adequate training.

IX. WORKING CONDITIONS AND ENVIRONMENT

CSS'S WORK FLEXIBLE SCHEDULES, INCLUDING WEEKENDS, EARLY MORNINGS, AND EVENINGS, DEPENDING ON THE NEEDS OF THE ICF.