



**Job Title:** Director of Personal Assistance Services and Individualized Supported Living

**Reports To:** CEO, Trendline Consulting, LLC

**Position Summary:**

The Director is responsible for the management of Trendline Consulting PA (Personal Assistance) and ISL (Individualized Supported Living) services in accordance with established company policies and state and federal regulations. This person directs the hiring and training of 30-40 personnel and coordinates services for approximately 25 consumers. The Director's responsibilities fall within the three broad areas of:

1. Organizational Leadership Responsibilities
2. Staff Oversight
3. Consumer Services Quality Assurance

**Essential Functions:**

Organization Leadership Responsibilities

- Attend and actively contribute to weekly leadership team meetings.
- Collaborate with leads and directors of other teams and projects.
- Understand DMH guidelines and requirements for ISL and PA services including audits and reports.
- Complete all DMH-, state-, insurance-, and/or Medicaid-required reports and/or reviews in a timely manner.
- Assume "24-Hour On-Call" status at least 3 days per month. Manage crises as they arise during these times and assume responsibilities of staff as is necessary.
- Complete other duties as assigned.
- Use effective communication skills in interactions with all consumers and team members.

#### Staff Oversight

- Ensure that PA and ISL services are fully staffed.
- Assist house managers with scheduling of staff.
- Direct and complete schedules for PA consumers.
- Work with ISL managers to interview and hire new staff.
- Provide training to staff for consumer-specific strategies.
- Track compliance with training requirements for PA and ISL staff.
- Work with CEO to develop and revise employee policies and procedures.
- Compile payroll submissions for ISL and PA staff.
- Conduct employee reviews and provide feedback to employees to ensure quality of care.
- Work with the CEO to address disciplinary issues and corrective trainings.
- Ensure that PA and ISL services remain within budgeting staffing guidelines.

#### Consumer Services Quality Assurance

- Direct services for Personal Assistance (PA) consumers.
- Work with house managers to oversee services for Individualized Supported Living (ISL) consumers.
- Track new consumers as they are referred to make sure that they flow into services.
- Assess consumer needs and develop appropriate programming and targets.
- Develop relevant consumer-specific data collection systems.
- Review monthly reports produced by ISL managers.
- Analyze sessions notes and data to produce monthly reports for PA consumers.
- Attend ISP meetings for PA consumers and coordinator services with support coordinators.
- Respond to reports from billing agents about instances when consumers near limits.
- Communicate information about authorization requests to billing agents.
- Receive and address concerns that are voiced by consumers and their family members.
- Recommend and/or refer consumers to other potentially beneficial services.

#### **Expected Hours of Work**

- Full time position (32+ hours weekly).
- Flexible scheduling.
- Specific hours may vary depending on meetings with house managers and team members.

## **Qualifications/Education/Experience/Skills:**

### Minimum Requirements and Skills

- Must be 18 years of age and have a HS diploma or its equivalent.
- Must have reliable transportation.
- Criminal background check must meet all DMH, state, and federal requirements.
- At least 60 credit hours of college coursework.
- Excellent verbal and written communication skills.
- Proficient in Microsoft Office, e-mail, and internet systems.

### Preferred Requirements and Skills

- College degree in a human services field (psychology, social work, education, nursing or healthcare, etc.) or a business/management field.
- At least 3 years experience providing services within the DMH, DHSS, healthcare, or educational systems.
- House Management experience or a similar supervisory role.
- CPR/First Aid, Medication Administration, and/or CNA certifications.
- Knowledge of medical and/or disability terminology and documentation.
- Administrative experience that includes recruiting, selecting, and orienting new personnel.
- Supervisory experience that includes planning, directing, and evaluating the work of others.
- Scheduling experience that includes creating both shift and training schedules.
- Comprehensive knowledge of resources particularly in the health and support services.
- Ability to represent oneself and Trendline Consulting professionally when interacting with consumers, their families, the medical community, and other institutions and agencies.

## **Compensation:**

- \$18 an hour (potential for more based on experience).
- Simple IRA with company match upon hire.
- Annual Bonus (5% Annual Profit Sharing) contingent on positive 3-month performance review.