



## Functional Skills Trainer – PCM Program

FLSA NON-EXEMPT

### POSITION SUMMARY

The Skills Trainer as a member of the interdisciplinary care team is an integral component of the Personal Care Management (PCM) Program. She/he engages in activities that facilitate the consumers' participation in the PCM Program. The Skills Trainer is directly involved in the processes of assessment, coordination, advocacy, support, and instruction of PCM consumers and Home Care consumers.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Be knowledgeable of and comply with all state, federal and agency regulations, policies and procedures pertaining to the PCM program and WestMass ElderCare's mission.
2. Provides intake and orientation services, including those listed below, for consumers who have not yet received prior authorization for personal care assistance services:
  - a. Determines eligibility for PCA services
  - b. Conducts a written assessment of consumer or surrogate's ability to manage the PCA program
  - c. Provides instruction regarding the rules, policies, and procedures of the PCA program utilizing the PCA Program Manual.
  - d. Instructs the member regarding their rights and responsibilities while in the PCA program.
  - e. Provides instruction regarding the role of the personal care agency and the fiscal intermediary.
  - f. Begins development of the service agreement.
3. Requests paperwork from other agencies if required by Mass Health for prior authorization (DMR routing forms, Individual Service Plans, Individual Education Plans.)
4. Completes Mass Health application for PCA Services (pages 1,2,4)
5. Provides functional skills training, i.e., delivering information that is necessary in developing the skills and resources needed to maximize the consumer's hiring and management of their Personal Care Attendant program, including: PCA training, PCA management, Personal Health Care Maintenance, Emergency Management and Skills Training related to the Fiscal Intermediary



as detailed in Division of Medical Assistance Regulations in the Personal Care Manual.

6. Conducts quarterly training for consumers who are in their first prior authorization year, or when requested by the Consumer, Fiscal Intermediary or Mass Health.
7. Adhere to and maintain Personal Care Management Quality Standards
  - a. Prior Authorization requests - 0 Denials
  - b. Prior Authorization requests - Modifications of more than a 25% change in original PA submission will be less than 10% of PA submissions
    - i. 95% of chart audit standards for semi-annual record review
    - ii. 100% compliance with contract standards
    - iii. Consumer Satisfaction Survey - 95% satisfaction
8. Attends meetings as directed by the Program Director.
9. Updates progress notes, keeping them accurate and current.
10. Inputs data into computer regarding consumer and services provided, using Excel, Omniform, Access, and/or Simms.
11. Participates actively in outreach programs to identify individuals who could appropriately be served by the PCM program.

## **OTHER DUTIES**

Performs other related duties within the scope of the responsibilities of this position as requested by the PCM Program Director.

## **REQUIRED KNOWLEDGE SKILLS AND ABILITIES**

- Has the ability and willingness to support the goals and policies of WestMass ElderCare.
- Due to consumers served bilingual Spanish preferred.
- Associates' degree in a relevant social service field required.
- Related work experience with some college course work may be accepted in lieu of an Associate's degree.
- Possesses willingness and ability to work with consumers of all ages with wide ranges of disabilities and abilities and their family members or surrogates.
- Possesses knowledge of community resources and social health intervention techniques desirable.
- Possesses basic computer skills.
- Possesses knowledge of or the ability to learn federal and state laws and regulations in regards to elder services.



- Possesses knowledge of social and health intervention techniques.
- Possesses interviewing and assessment skills.
- Possesses the ability to communicate with members, surrogates, service providers, and co-workers.
- Has the ability to initiate and sustain appropriate interpersonal relationships.
- Must be able to handle confidential data and information discreetly.
- Possesses the ability to express ideas concisely and clearly, both orally and in writing.
- Possesses demonstrated organizational and time management skills.
- Has the ability to make appropriate decisions.
- Has the ability to manage multiple projects and assignments and prioritizes work to stay in compliance with regulations, policies, procedures, time lines and scheduled visits.

### **CERTIFICATIONS, LICENSES, REGISTRATIONS**

- Satisfactory CORI
- Valid Driver's license

### **PHYSICAL/MENTAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be in good general health and demonstrate emotional stability.
- Must maintain regular and consistent attendance.
- Ability to ambulate independently.
- Ability to effectively cope with a variety of personalities and other stress provoking factors associated with a broad base of people and time constraints.
- Ability to see and understand written words and to communicate with written word.
- Must be attentive to details and capable of accurate work.
- Ability to organize, prioritize and work with minimal supervision.
- Ability to carry up to 10 pounds.
- Position requires computer work.
- Ability to see written words on a computer screen.
- Ability to work with multiple priorities and deadlines.



- Ability to be effective in a changing environment.
- Must provide personal and reliable transportation.
- Possesses the willingness to travel outside the catchment area of WestMass ElderCare.

### **WORKING CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to safely operate a motor vehicle in all weather conditions.
- Works in an office area and in homes of consumers.
- Consumers in rural, suburban, urban and inner-city areas.
- Ability to concentrate and accurately complete work in an office environment in which the noise level is often moderate to loud and distracting, and there are frequent interruptions.
- This is a full-time position, with regular hours established. Variance from the regular hours may be necessary to meet the responsibilities of the position.
- Ability to work between the hours of 8:00 am and 5:00 pm, Monday through Friday.

### **ACCOUNTABLE TO**

The Skills Trainer is accountable to the Personal Care Management Program Director.

### **DISCLAIMER**

The above statements are intended to describe the general nature and level of work required of this position. This is not meant to be an exhaustive list of all responsibilities, duties, skills and abilities required.

Skills Trainer

Date

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Personal Care  
Management Director

Date

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