

Wayne County Action Program, Inc.

Job Description 2022

Job Title: Psychosocial Rehabilitation Provider (PSR)

FLSA Status: Non-Exempt

Department: Wayne CAP- Advocacy for Community Empowerment (ACE)

Reports To: ACE Director

NYS DOL#:

Summary:

(OMH) The Psychosocial Rehabilitation Specialist will use rehabilitation interventions and individualized, collaborative, hands-on training to build developmentally appropriate skills. The intent is to promote personal independence, autonomy, and mutual supports by developing and strengthening the individual's independent community living skills and support community integration in the domains of employment, housing, education, in both personal and community life.

Services assist with implementing interventions on a treatment plan to compensate for, or eliminate, functional deficits and interpersonal and/or behavioral health barriers associated with a child/youth's behavioral health needs. Activities are "hands on" and task oriented, intended to achieve the identified goals or objectives as set forth in the child/youth's individualized partnership plan.

Essential Duties and Responsibilities:

Program Services Provision

- Understand the Advocacy for Community Empowerment Program (ACE) and specific goals of the program.
- Support the ACE and Wayne County Action Program, Inc. mission statement.
- Maintain a knowledge of agency-related terms and forms.
- Ability to work flexible hours (including evenings and some weekends).
- Attend all necessary meetings and trainings.
- Display sensitivity to cultural and ethnic norms of the client and family served.
- Communicate clearly with the client and family.
- Employ professional boundaries.
- Ability to work well with and demonstrate a non-judgmental approach to working with individuals whose backgrounds and values are different than their own.
- Work with individuals to implement personalized recovery treatment plan strategies to change behaviors or coping mechanisms with difficult and/or stressful situations.
- Engage and support individuals in connecting to natural supports and resources, including family, community networks and school.

- Help to enhance, establish and maintain social networks, improve interpersonal skills such as self-regulation skills and self-monitoring progress.
- Help to implement relapse prevention strategies.
- Assist with re-establishing good health routines and practices.
- Assist the individual with effectively responding to or avoiding identified precursors or triggers that result in functional impairments.
- Help in raising awareness of existing social and other support services.
- Engage and encourage individuals to attend treatment or other healthcare services.
- Engage individuals in continuing care services post-discharge.
- Model and teach socially acceptable behaviors.
- Help individuals advocate for self when necessary.
- Maintain annually a minimum of 15 hours of job-related training. (i.e. workshops, class seminars and webinars). Need to provide proof of hours in attendance. All trainings shall be documented and placed in your personnel records file.

Planning and Organization

- Follow up on all psychosocial rehabilitation referrals and document outcomes.
- Establish and maintain a process which systematically ensures the PSR enrollment of individuals.
- Help implement and coordinate services between WCAP/ACE and other community resource agencies.
- Maintain daily recordkeeping and documentation of behavioral change and growth in all the individual's life domains specified.
- Document and update all outcomes in the individual's personalized recovery treatment plan.
- Evaluate individual's progress and, if necessary, communicate adjustments which might be needed to successfully meet goals established.

Program Compliance and reporting

- Maintain accurate record keeping systems, which includes all family enrollment forms, case notes, confidentiality sign off sheets and all other client/family documents as required.
- Complete and submit progress notes per Medicaid waiver and/or agency guidelines.
- Relate each progress note to specific goals and objectives
- Complete all Medicaid and/or agency billable information.
- Adhere to NYS and the agency requirements (E.g., HIPAA and ethical guidelines such as confidentiality in all matters).
- Protect and support the needs of individuals by becoming aware of the physical and behavioral signs of abuse, neglect, and maltreatment, and becoming familiar with the agency's procedures for reporting suspected cases. In conjunction with administrative staff, report all incidents of suspected abuse to the ACE Director.
- Compile data and monthly reports.
- Provide timely accurate quarterly and annual reports as necessary.

Safety Responsibilities

- Obey all safety rules, government regulations, signs, markings and instruction.
- Become familiar with safety policies that apply directly to you in the area in which you work.
- Attend and actively participate in safety meetings.
- Report any unsafe hazardous conditions to your supervisor.
- Refrain from any unsafe act that might endanger yourself, consumers or fellow employees.
- Report all workplace accidents, incidents immediately to your supervisor.
- Practice good housekeeping by picking up tools, materials and putting them into their proper places.
- Compliance with safety and health rules and regulations is a condition of employment.

Compliance

- “If any person witnesses, learns of, or is asked to participate in any activities that are potentially in violation of the Wayne County Action Program Compliance Plan, he or she should make a confidential contact, without repercussion, to the Compliance Officer, his or her Director/Manager, or the Executive Director. Reports may be made by calling the compliance Hotline (1-315-665-0131 x110), or by emailing information to the Compliance Officer compliance@waynecap.org or by walk-in to the Compliance Officer’s office.”
- All employees and volunteers will follow Wayne Cap’s Agency Response Plan regarding Pandemic/Infectious Control. This plan includes guidance for the agency employees and volunteers during any such time period to strive to operate effectively & ensure that all essential services are continuously provided and that employees and volunteers are safe within the workplace be it at the office, at another Wayne Cap location or working remotely.
- As indicated in Wayne CAP's Agency Response Plan, it may be necessary for some employees to work from home. Wayne CAP will work with each employee to determine the necessity for temporary remote duties; however, there may be some situations that require the employee to be physically present in the workplace. This will be at the sole discretion of the Director and Administrator of the program. If an employee is required to be physically present in the workplace and cannot report to work as scheduled, regular leave policies and procedures should be followed.
- Temporary remote working arrangements are expected to be short term, and Wayne CAP will continue to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period for telework, and Wayne CAP may require employees to return to regular, in-office work at any time. Should the health crisis warrant, Wayne CAP may require all employees, with the exception of essential personnel, to work from home. Employees should be proactive with program Directors and Administrators in preparing for these circumstances to ensure employees have the resources necessary to work remotely.

Medicaid Fraud

- Medicaid fraud and abuse affects all New Yorkers by depleting valuable public funds meant to provide healthcare and health related services to vulnerable citizens. The New York State Office of the Medicaid Inspector General (OMIG) is a nationally recognized leader among Medicaid program integrity agencies. OMIG's recovery efforts and cost-containment initiatives save hundreds of millions in taxpayer dollars each year.
- Wayne County Action Program employees are required to assist OMIG in fighting fraud, waste, and abuse by reporting potentially suspicious behavior or incidents. The agency encourages anyone who observes instances of potential Medicaid fraud, waste, or abuse to contact OMIG's fraud hotline. Tips can be completely anonymous—and OMIG investigates all reported information.
 - If you suspect fraud or abuse, call toll free:
 - 1-877-87-FRAUD * 1-877-873-7283

Collaboration and Parent Inclusion

- Promote the program and the agency in a positive and professional manner, and demonstrates cohesive and effective communication skills, striving to work with others in a team approach.
- Work with other staff members and collaborate with program Director to help each enrolled individual and/or family obtain and use community resources, keeping an accurate record of all referrals and their outcomes.
- Participate in case-conferencing with other agency and program staff, providing information leading to a better understanding of the client. Serve as a support and liaison to bring collaborators and agencies together with individuals and/or families to accomplish identified goals.
- Fill in for temporary staffing adjustments.
- Other duties as assigned.

Qualifications:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- At a minimum, staff must be 18 years old and have a high school diploma/high school equivalency diploma (preferred), or either a Skills and Achievement Commencement Credential or a Career Development and Occupational Studies Commencement Credential, with a minimum of 3 years experience in children's mental health, addiction, and/or foster care
OR
- A higher degree with no experience required are as follows:
A bachelor's degree in social work, psychology, or in related human services

A Master's degree in social work, psychology or in related human services

Language Ability:

- This position requires excellent verbal and writing communication skills.

Math Ability:

- Basic math skill. Ability to add, subtract, multiply and divide.

Reasoning Ability:

- This position requires the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

- Must have working knowledge of basic computer applications such as Microsoft Office.

Knowledge Base and Skills:

Working knowledge of the following: child and adolescent development; child serving systems; domestic violence: signs and basic interventions; emotional, cognitive and behavioral management techniques; frequently abused drugs and drug combinations; harm reduction; suicide prevention; medication assisted treatment for substance use disorder (SUD); basic understanding of medications: intended effects, interactions, and side effects; mental health disorders-signs and symptoms; service continuum-community resources; substance use disorders-signs and symptoms; consumer rights

Ability to demonstrate the following: engagement and follow through; family support; linkage facilitation (bridging and transition support); meeting or group facilitation skills; motivational interviewing; safety plan development, implementation and monitoring; treatment planning and implementation; therapeutic use of self-disclosure.

Certifications, Licenses, and Required Training:

All training must be completed within 90 days of hire or as soon as offered in the community of employment

- Valid Driver's License
- Mandated Reporter
- Center for Practice Innovations (CPI) Trainings: HCBS, Core Competencies, FIT and any others deemed necessary
- Safety in the Home and Community training
- Trauma Informed Care
- Cultural Competencies

- OMH Online Foundations Training
- Crisis De-escalation, Resolution, and Debriefing
- Other mandated Medicaid trainings as required
- First Aid/CPR training is strongly recommended

Supervisory Responsibilities:

- This position has no supervisory responsibilities.

Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- The noise level in the work environment is usually quiet.

Physical 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.
- The employee must occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel and reach with hands and arms.

Employer's Disclaimer

- **All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.**
- **This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.**
- **This document does not create an employee contract, implied or otherwise, other than an “at will” employment relationship.**

(Your signature indicates you have read this job description document and it has been discussed with you.)

Employee's Signature: _____ Date: _____