

JOB DESCRIPTION

Job Title	Service Advocate	
Department	Targeted Case Management (TCM) Department	
FLSA Classification & Pay Status	Non-Exempt (Fulltime)	Hourly
Controls over the position	The Service Advocate reports to their assigned team TCM Supervisor	
Essential Designation	Essential ¹ as defined by DD Resources	
General Purpose	The role of the Service Advocate (Case Manager) is to provide linkage to state funded, SB40 funded, and community-based resources and services to individuals who have developmental disabilities. The Service Advocate will provide advocacy and coordination of those services to assist individuals with achieving the goals set forth in service planning.	

ESSENTIAL DUTIES

1. Manage the authorization and coordination of services as identified by consumers/guardians during the intake process. Includes adherence to intake timelines and required documentation.
2. Develop, in cooperation with the individual, the family and provider agencies- an appropriate person-centered plan for each consumer. Includes adherence to state timelines for the ISP and required documentation.
3. Maintain regular face-to-face contact with consumers required for the coordination of services.
4. Document all case management activities for the linking, planning, and monitoring of resources and services by completing case notes within the specified billing system.
5. Submit accurate and qualifying TCM billing for Medicaid reimbursement within the specified timelines.
6. Assist the consumer with maintaining governmental assistance benefits (Medicaid, Food Stamps, TANF, SSI, etc.) via completion of renewal paperwork annually or at a frequency determined by the Missouri Department of social services or the Social Security Administration.
7. Process filing for all consumer-specific documentation generated from meetings and conversations with consumers and service providers, including ensuring consumer demographic records are current, in accordance with agency policy and procedure.
8. Complete a review of all resources and services as well as goal completion, service delivery, progress reports, and consumer satisfaction related to outcomes noted in consumer ISP on a quarterly basis.
9. Monitor all state funded services and resources provided to consumers to ensure they are high in quality and devoid of any issues, abuse, or neglect. Includes adherence of guidelines, timelines and documentation associated with all state and SB40 funded services.
10. Partner with individuals, providers, the community, schools, governing entities and other funders to further resource options and advocacy for consumers.
11. Schedule and/or complete all required assessments to maintain consumer eligibility for state funded services.

¹ Essential- staff members with positions that are designated by DDR to be critical to the continuation of key operations and services in the event of an office closure, at the discretion of the Executive Director.

12. Partner with fellow department team members to ensure appropriate coverage and service delivery, as it pertains to weekly schedule development and TCM On-Call system.
13. Attend any required trainings as determined by the Targeted Case Management department director. This includes meeting the annual elective required training amount set by the agency.
14. Ensure compliance with state and federal laws regarding safety, privacy, funding, and accreditation in accordance with the policies and procedures set by the DD Resources agency and the TCM Department.

SECONDARY DUTIES

1. Attend and participate in all staff, department, and team meetings as required.
2. Assist with special projects and assignments.
3. Respond to all phone calls/voice mails and consumer/agency requests in accordance with agency/departmental policy.
4. Other duties as assigned.

EDUCATION & EXPERIENCE REQUIREMENTS

The Service Advocate/Case Management staff must meet **ONE** of the following minimum requirements:

- A Human Services related Bachelor's degree from an accredited college or university in one or a combination of the following: *Elementary or Secondary Education, Special Education, Early Childhood Education, Psychology, Social Work, Sociology, Counseling, Speech-Language Pathology or Audiology, Occupational Therapy, Physical Therapy, Nursing, or other specialties in the human services field*; **OR**
- A Human Services related Master's degree from an accredited college or university in one or a combination of the following: *Elementary or Secondary Education, Special Education, Early Childhood Education, Psychology, Social Work, Sociology, Counseling, Speech-Language Pathology or Audiology, Occupational Therapy, Physical Therapy, Nursing, or other specialties in the human services field*; **OR**
- A Non-Human Services Bachelor's degree from an accredited college or university **AND four or more years** of professional experience in social work, special education, psychology, counseling, vocational rehabilitation, physical therapy, occupational therapy, speech therapy, a closely related area or providing direct care to persons with developmental disabilities; **OR**
- A Non- Human Services Master's degree from an accredited college or university **AND two or more years** of professional experience in social work, special education, psychology, counseling, vocational rehabilitation, physical therapy, occupational therapy, speech therapy, a closely related area or providing direct care to persons with developmental disabilities

SKILL & ABILITIES REQUIRED

- Ability to carry out excellent written and oral communication with DD Resources staff, DMH staff, public officials, consumers, parents, and other stakeholders.
- Ability to adapt quickly to change, learn on the go, and have excellent problem-solving skills.
- Ability to work cooperatively and effectively with the above-named individuals is required.
- Ability to maintain documentation and reports in compliance with Medicaid standards.
- Ability to maintain knowledge of federal, state, and local service delivery systems.

- Must have knowledge and proficiency in use of technology and Microsoft programs. (Word, Excel, and Office 365 required)
- Ability to complete extensive travel to homes, schools, agencies, etc. Must have car and ability to travel independently (proof of insurance required). In-home visits are vital to this function.
- English-language proficiency required in order to interact with established service recipients.

COMPUTER SOFTWARE REQUIREMENTS

- Microsoft Office Suite (Outlook, Word, Excel, Teams, etc.)
- Agency intranet platform (SharePoint)
- Agency-designated online learning management program
- TCM Case noting & Billing Software/Program
 - Agency-designated online payroll program

WORKING CONDITIONS/ ENVIRONMENT REQUIREMENTS

- **Environmental (tools, machinery, environment exposure, etc.):** Minimal to moderate operation of general office equipment (phone, copier, printer, fax machine, postage machine and scanner), agency-provided personal computer (PC) and cellphone (as applicable).
- **Physical (heavy lifting, standing, or sitting for extended periods; manual dexterity, walking, pulling, etc.):** Physical requirements of extended periods of sitting, some bending and standing, this position would encounter frequent use of steps and other obstacles to accessibility. This position requires the ability to ambulate and navigate narrow passageways and non-accessible architecture of buildings.

Weight Category: Light to Medium

Lift Up to 10 lbs. to 25 lbs. frequently

Lift Up to 20 lbs. to 50 lbs. occasionally **and/or** frequent walk/stand & some pushing/ pulling

Disclaimer

The above statements are intended to describe the general nature and level of work performed by employees assigned to this position. It is not designed to contain or be interpreted as a comprehensive list of all duties, responsibilities, and qualifications. DD Resources reserves the right to amend and change responsibilities to meet business and organizational needs as necessary.

EOE- DD Resources is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 or older), disability, military/veterans' status, hairstyle, protective hair, or natural or cultural hair texture or style or genetic information or any other characteristic protected by applicable federal, state or local laws.