

JOB DESCRIPTION

JOB TITLE: Client Services Specialist
DEPARTMENT: Adult Day Services
STATUS: Non-Exempt / Full-Time
VERIFIED: July 2022
REPORTS TO: Site Manager



"I love the whole sense that everybody here has a common goal to change people's lives."

– Jessica G. Occupational Therapist

JOB SUMMARY:

The primary role of the Client Services Specialist is to perform in a dual role that will actively instruct in all program activities (75% of time), as well as, provide service coordination for select group of clients (25% of time). The Client Services Specialist is responsible for the development and implementation of program activities and assisting with personal cares of all clients. In addition, for a select group of clients, the Client Services Specialist will be responsible for updating information, documentation, yearly set up and coordinating program plan meetings, and will be the primary contact between interested parties.

DUTIES AND RESPONSIBILITIES:

Instructor - 75%

1. Assess client performance in specific skill areas and **develop / implement** written goals and objectives in these areas.
2. Maintain **timely, accurate and organized** records of client daily progress and behavior and analyze data for performance outcomes through the use of CP's electronic formats.
3. Maintain **communication** with other Client Services Specialist(s) and Site Manger on regular basis regarding client issues or concerns.
4. Provide appropriate **assistance** with personal cares for both male and female clients such as toileting, feeding, dressing, showering, transporting on and off the bus.
5. **Participate** in activity planning related to class goals.
6. **Assist** with onboarding of new Adult Day Service Program employees.
7. Attend client Individual Program Plan, committee, and staff meetings as required.
8. Attend ongoing in-service and **continuing education** training.
9. Prepare to assume **responsibilities** as assigned by the Core Program Specialist or Site Manager.
10. **Adhere** to the agency safety policies and procedures as communicated by the Safety Committee.

"Clients and staff – they are all friends to me."

- Mark, client

Service Coordination - 25%

1. Responsible for updating and filing client information and annual forms in all client records.
2. Responsible for establishing and maintaining functional relationships with parents/guardians, caregivers, other agencies, residential facilities and community resources.

3. Document monthly case notes for clients on assigned caseload.
4. Responsible for updating Adult Day Services staff of any client issues, changes, etc.
5. Responsible for obtaining current medical, social, and psychological information, as well as, other pertinent information from available resources regarding individuals referred to the program.
6. In conjunction with client, parent/guardian, instructors and other agency personnel, is responsible for the development of annual individual program plans and their 6 month review.
7. Responsible for gathering necessary medical information needed to determine special health care need procedures and reporting the data to supervisor.
8. Responsible for writing and getting necessary documentation to develop individual care plans when needed.
9. Attend multidisciplinary team and other client related meetings as needed.
10. Responsible for medication administration.
11. Responsible for data collection for daily and monthly program attendance.
12. Responsible to participate in planning meeting for program changes and development.
13. Attend staff meetings, in-service training and/or continuing education courses as required.
14. Complete all return to program paperwork and staff training as needed.

EXPERIENCE AND SKILL REQUIREMENTS:

1. Bachelor's degree in human service related field, such as Social Work, Psychology, Human Development, Therapeutic Recreation or related fields or combination of education and experience.
2. Physical ability to lift and transfer adults (minimum of 25 pounds).
3. Experience and/or training working with adults who have severe and multiple disabilities.
4. Must have a positive attitude and strong degree of professionalism at all times.
5. Must have the balance and coordination to assist clients in ADL tasks.
6. Must have the ability to verbally communicate to the clients in the program.
7. Familiarity with community resources.
8. Successful completion of background check, iso-kinetic test, communicable disease screen and drug screen.
9. In order to support the safety, health, and wellbeing of our employees and the public we serve, and to meet federal mandate requirements, CP requires all employees to be fully vaccinated with a COVID-19 vaccine, except where a reasonable medical or religious accommodation can be granted. Upon hire you will be required to provide proof of your vaccination status.

ADA JOB ANALYSIS

Job Title: Client Services Specialist Dept. Name: Adult Day Services

Dept. # 16

Reports To: Site Manager

Date Verified: July 2022

PHYSICAL DEMANDS

| | | | | |
|--------------------------|--|---|---|--------------------------------|
| <u>STANDING</u> | <u>Hours Per Day</u> 6-7 <u>Duration</u> | ___ General Moving Around ___ 1 to 2 Hours | ___ Less Than 1/2 Hour <u>X</u> 2 to 4 Hours | ___ 1/2 to 1 Hour ___ Other |
| <u>SITTING</u> | <u>Hours Per Day</u> 1-2 <u>Duration</u> | ___ General Moving Around ___ 1 to 2 Hours | <u>X</u> ___ Less Than 1/2 Hour ___ 2 to 4 Hours | ___ 1/2 to 1 Hour ___ Other |
| <u>WALKING</u> | <u>Hours Per Day</u> 6-7 <u>Duration</u> | ___ General Moving Around ___ 1 to 2 Hours | ___ Less Than 1/2 Hour <u>X</u> 2 to 4 Hours | ___ 1/2 to 1 Hour ___ Other |
| <u>LIFTING</u> | | ___ Less Than 10 Pounds ___ 50+ Pounds | ___ 10 to 25 Pounds ___ Other | <u>X</u> ___ 25 to 50 Pounds |
| | | <u>Times Per Day</u> 25-35 | <u>Height</u> 2-4 ft | |
| <u>CARRYING (weight)</u> | | ___ Less Than 10 Pounds ___ 50+ Pounds | ___ 10 to 25 Pounds ___ Other | <u>X</u> ___ 25 to 50 Pounds |
| | | <u>Times Per Day</u> 10 | <u>Distance</u> 3-6 ft. | |
| <u>PUSHING (weight)</u> | | ___ Less Than 10 Pounds ___ 50+ Pounds <u>X</u> ___ Other (Avg. 150, but can be up to 300 with wheelchairs and power wheelchairs) | ___ 10 to 25 Pounds | ___ 25 to 50 Pounds |
| | | <u>Times Per Day</u> 75 | <u>Distance</u> 12 ft. | |
| <u>CLIMBING</u> | | <u>Times Per Day</u> 7 | <u>Distance</u> 2 flights of stairs | |
| <u>REACHING</u> | | <u>Times Per Day</u> 50+ | <u>Distance</u> arm's length | |

ENVIRONMENTAL CONDITIONS

Temperature: Normal room temp.

Job Hazards: Closed toed shoes required; congestion in hallway due to wheelchairs

Machines/Equipment: Mechanical Lifts, computer, phone, photocopier

Noise Level: Above Normal office noise (large groups); client vocalizations