

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Lead Long Term Services and Supports Specialist

Class Code: 051760

Pay Grade: GI

A. Purpose:

Serves as a lead worker and expert resource in an assigned unit by providing training, daily advice and guidance, and assistance with management to Long Term Services and Supports Specialists; and manages a case load of more difficult and sensitive cases including assessing and determining eligibility for a wide range of services that would benefit individuals at risk of having to leave their own homes; investigating allegations of abuse, neglect, and exploitation and working for safe resolutions; providing information and referral services to the public and family members about aging and community resources; and advocating for long term care residents when problems arise about any aspect of their care.

B. Distinguishing Feature:

The Lead Long Term Services and Supports Specialist assists the supervisor of an assigned unit by providing expert advice and training to Long Term Services and Supports Specialists and is responsible for an assigned case load.

The Long Term Services and Supports Specialist is responsible for an assigned case load in the Division of Long Term Services and Supports.

The Long Term Services and Supports Supervisor supervises Long Term Services and Supports Specialists and Leads and is responsible for the delivery of services within a service area.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Provides daily work direction, expert advice, and training to Long Term Services and Supports Specialists to ensure timely and effective delivery of services.
 - a. Interprets program requirements to answer team members' questions and assist them with case development.
 - b. Explains procedures for collecting, compiling, and analyzing information
 - c. Assists others to apply what they have read and learned in real life situations.
 - d. Apprises the unit supervisor of employee's work progress and challenges that may require attention.
2. Arranges for in-home services and coordinates resources for elderly people and adults with disabilities to prevent premature or unnecessary institutional placement.
 - a. Accepts assignment of referrals, interviews clients, and conducts multi-faceted assessments of clients and their situations including activities of daily living, finances, personal adjustment, social resources, home environment, physical health, and nutritional status.
 - b. Makes collateral contacts to collect information, coordinate services, and advocate for clients.
 - c. Determines need for services provided by the agency and coordinates financial eligibility for these services with other agency staff.
 - d. Provides case management services by assessing needs of clients and coordinating services provided by Long Term Services and Supports and other community resources.
 - e. Makes home visits to assess clients' progress and adherence to service plans.

- f. Determines and uses the most cost-effective programs for clients.
 - g. Maintains case files with documentation of services and progress of clients.
 - h. Arranges for, oversees, and determines the need and appropriateness of in-home services including homemaker assistance, respite care, nursing, emergency response, assistive technology devices, adult day care, meals, etc.
 - i. Authorizes payments for services to contracted providers.
3. Assesses individuals at risk of placement or intended placement in a nursing home facility.
 - a. Completes multi-faceted assessments including activities of daily living, finances, personal adjustment, social resources, home environment, nutritional status, physical health, and physicians' reports.
 - b. Provides information on placement options available for people which would meet their needs.
 - c. Obtains physicians' orders for authorization of in-home services.
 - d. Conducts follow-up contacts with individuals discharged from nursing home facilities to determine agency and community services that are needed to enable them to remain in a safe, independent setting.
 4. Investigates alleged violations of residents' rights and abuse, neglect, and exploitation of residents who reside in long-term care facilities such as nursing homes, assisted-living facilities, board-and-care homes, and adult foster homes.
 - a. Coordinates intervention with law enforcement, Medicaid Fraud Control Unit, facility administrators, the state ombudsman, Department of Health, and other entities.
 - b. Works with residents, families, and staff to resolve concerns and complaints.
 - c. Serves as an advocate and resolves concerns and complaints about quality of care in facilities.
 5. Provides information, training, and referral services to individuals, families, and the public regarding Long Term Services and Supports services and issues pertinent to quality of life.
 - a. Provides information on regulations governing long-term care facilities.
 - b. Provides in-service training on the prevention and reporting of abuse, neglect, and exploitation and other quality-of-life issues in long-term care facilities.
 - c. Provides information, in-service, and involvement activities to community entities (e.g., senior centers, nursing home facilities and service groups).
 - d. Develops printed resource directories of services available for the elderly.
 - e. Participates in coalitions on aging, volunteer groups, and elderly focus groups.
 6. Provides protective services for eligible adults encompassing a wide array of services which provide short-term crisis intervention to stabilize and safeguard adults, and if necessary, more restrictive services to provide for long-term safety of individuals.
 - a. Performs initial assessments of the validity of abuse, neglect, and exploitation allegations; the priority of responses; and the degrees of danger.
 - b. Assists law enforcement in conducting investigations of abuse and neglect referrals including interviewing and collecting information from victims, perpetrators, witnesses, and other persons with knowledge of the situations.
 - c. Assesses individuals' mental capacities and competency to make their own decisions.
 - d. Assesses and identifies individuals' needs and develops plans of appropriate intervention and services.
 - e. Coordinates intervention with attorneys, judges, financial institutions, public benefit agencies, and mental health and medical providers.
 - f. Prepares court reports, provides testimony, and attends hearings related to the findings of investigations.

- g. Monitors individuals' compliance with care plans and ongoing safety of eligible adults.
- h. Prepares case records, narratives, and documentation regarding requests and referrals.

9. Performs other work as assigned.

D. Reporting Relationships:

Reports to a Long Term Services and Supports Supervisor. Does not supervise but provides daily work direction to Long Term Services and Supports Specialists.

E. Challenges and Problems:

Challenges include working with adults with a wide age range who have mental illnesses, complex medical conditions, addiction problems, competency issues, developmental disabilities, behavior problems, and dysfunctional families; determining when interventions are necessary in crisis situations; determining accurate implementation and understanding of multiple programs; and developing and monitoring corrective action plans with potentially indifferent or resistive providers.

Challenged to provide technical assistance and daily work direction to team members. This is difficult because incumbents must understand the many critical variables involved and convey to other show each must be accomplished with the confines of the appropriate laws; interpretations and advice must be adapted to skill levels.

F. Decision-making Authority:

Decisions include how to most effectively assist team members and whether to refer them to higher authority; recommendations for staff training; assessing the immediate safety of clients and their special needs; selecting alternative or long-term care options; developing case service plans and identifying types of community resources, contracted services, and information support systems; determining eligibility for Long Term Services and Supports services; approving or disapproving applications; interpreting laws, rules, and written procedures governing program areas; findings of non-compliance; and tasks and timeframes needed for corrective measures.

Decisions referred include exceeding care plan limits; seeking guardianship or conservatorship; input on possible interventions with non-compliant clients; statute or regulation interpretations; and approval of resources that would have a budgetary impact.

G. Contact with Others:

Daily contact with clients and their families, other departmental staff, personnel from community agencies, law enforcement, judges and attorneys, health care providers, and long-term care facility staff.

H. Working Conditions:

Work may be performed in a typical office environment or in the homes of clients or care facilities. Clients' homes are often in poor condition and may be unsanitary and duties may involve exposure to contagious diseases, e.g., TB, HIV, etc. Clients may have dementia, be fragile or be a danger to themselves or others. Incumbents may be required to work flexible duty schedules which may include evening, night, holiday, and weekend hours.

I. Knowledge, Skills, and Abilities:

Knowledge of:

- basic theories, principles, and methods of social work and methods of assessment, intervention, and treatment;
- concepts related to clients' rights, confidentiality, and professional ethics;
- principles and techniques of conducting interviews and acquiring information from clients who are in need of services;
- cultural, economic, physical, social, and psychological factors that influence family dynamics and interpersonal relationships.

Ability to:

- communicate information clearly and concisely with a variety of individuals, professionals, and the public;
- establish and maintain effective working relationships with clients, their families, and other social service personnel, public officials, and private citizens;
- work with computerized data systems;
- maintain case records and documentation;
- prepare reports and compose correspondence;
- gather and analyze data, reason logically and accurately, and draw valid conclusions;
- interpret and apply laws, regulations, and policies;
- provide training and work direction to others.