

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Long Term Services and Supports Supervisor

Class Code: 051770

Pay Grade: GJ

A. Purpose:

Manages Long Term Services and Supports services within a designated area including supervising Lead Long Term Services and Supports Specialists, Long Term Services and Supports Specialists, and support staff; and monitoring and evaluating delivery of services to ensure quality services are delivered safely, timely, and in compliance with rules and regulations.

B. Distinguishing Feature:

The Long Term Services and Supports Supervisor supervises Lead Long Term Services and Supports Specialists, Long Term Services and Supports Specialists, and support staff; and monitors and evaluates delivery of services within a designated service area to ensure that needed services are provided to clients within rules and regulations.

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

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.

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. Supervises subordinate staff to ensure that the objectives of the work unit are met.
 - a. Interviews and selects staff.
 - b. Identifies and provides training and development needs to increase staff performance and promote professional growth.
 - c. Plans, assigns, and monitors work.
 - d. Reviews and approves leave and travel requests.
 - e. Addresses staff problems and recommends and implements disciplinary action.
 - f. Provides timely, constructive, and regular performance feedback and conducts performance appraisals.
 - h. Sets goals for staff and the work unit and evaluates progress.
 - i. Reviews metrics regularly and evaluates work processes to identify ways to increase efficiency and effectiveness.
2. Provides technical assistance and oversight of complex or high profile cases to ensure consistent application and compliance with federal and state laws and rules.
 - a. Assists staff in resolving non-routine or complex tasks, problems, and complaints.
 - b. Provides oversight of difficult, high-profile, controversial, and/or sensitive cases.
 - c. Interprets, implements, and recommends legislation, rules, policies, and procedures.
3. Monitors all case management activities of the work unit including reviewing assessments, cases, and reports to ensure appropriate in-home services are being provided to eligible adults.

- a. Reviews various information (e.g., priority of critical care issues, protective service cases, and investigations) to assist staff in determining the appropriate response, action, case status, or the need for law enforcement.
 - b. Reviews and approves written correspondence.
 - c. Assists staff in determining eligibility for various services (e.g., in-home services).
 - d. Reviews recommendations from staff regarding various services (e.g., in-home services).
 - e. Consults with state office staff and the Regional Manager regarding staff recommendations for various services.
 - f. Monitors various services, cases, and reports (e.g., case review visits) to ensure their appropriateness, timeliness, accuracy, and completion.
 - g. Monitors fee payments to ensure customers are participating in payment process.
 - h. Submits request to state office for additional funds when the cost of the care plan exceeds the maximum limit.
4. Represents the unit, provides training, and serves as a liaison with external entities, including in-home contract providers, to provide information about the program and services provided and to address any issues or concerns regarding delivery of services.
5. Monitors the administrative hearing process to ensure program laws, rules, and policies have been applied correctly.
 - a. Notifies the state office of fair hearing requests.
 - b. Submits requested documentation as necessary to the Office of Administrative Hearings.
 - c. Oversees preparation of supporting documentation for hearings.
 - d. Attends and presents testimony at hearing when required.
 - e. Follows-up to ensure implementation of action based on hearing decision.
6. Performs administrative duties to facilitate office operations.
 - a. Identifies and reports problems regarding the data system to appropriate personnel.
 - b. Evaluates and recommends information technology needs of staff and/or the program.
 - c. Evaluates and recommends or authorizes equipment and supply purchases.
 - d. Monitors maintenance of facilities and equipment and requests needed maintenance when required.
7. Directs services to elderly people and adults with disabilities to ensure the safety and wellbeing of eligible adults in need of protection and to ensure appropriate in-home services are being provided to eligible adults to prevent premature and unnecessary institutional placement.
 - a. Supervises case management activities by assigned Long Term Services and Supports to arrange for and monitor in-home services and coordination of resources for elderly people and adults with disabilities.
 - b. Assesses individuals at risk of placement or intended placement in a nursing home facility.
 - c. Oversees investigations of 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.
 - d. 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.
 - e. Directs protective services for eligible adults encompassing a wide array of services which provide short-term crisis intervention to stabilize and safeguard the adult, and if necessary, more restrictive services to provide for long-term safety of the individual.
9. Performs other work as assigned.

D. Reporting Relationships:

Supervises Lead Long Term Services and Supports Specialists, Long Term Services and Supports Specialists, and support staff.

E. Challenges and Problems:

Challenges include thoroughly training new staff and keeping staff trained regarding changes to the Long Term Services and Supports program, maintaining up-to-date knowledge of regulations and policies and consistently interpreting and implementing them, providing support to provider agencies, diffusing and addressing complaints, handling diverse client needs, and continually prioritizing and reprioritizing to ensure tasks are completed in the most effective and efficient manner.

Typical problems include limited services availability in the home community where the individual chooses to live, service provider conflicts with client lifestyles, continually evolving Long Term Services and Supports services options, and meeting the demands of a rapidly expanding aging population.

F. Decision-making Authority:

Decisions include assignment of work, ensuring prompt response to emergency situations, development of training plans for staff, reviewing case files, working to resolve problems and complaints from clients and/or community members, and holding routine meetings with providers.

Decisions referred include establishment of a guardianship or conservatorship, interpretation of unclear or conflicting statewide policy issues, and approval of formal disciplinary actions.

G. Contact with Others:

Frequent contact with community professionals, law enforcement, contractors, and providers.

H. Working Conditions:

Works in a typical office environment with travel. Clients' homes are often in poor condition and may be unsanitary and duties may involve exposure to contagious diseases. 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:

- state and federal laws, rules, regulations, and policies related to the assigned field of social services;
- social work/casework principles and practices;
- the organization, structure, and programs within an assigned area;
- managerial, administrative, and supervisory principles and techniques;
- state and federal statutes relating to employment law (ADA, FMLA, FLSA, EEOC).

Ability to:

- analyze the needs of individuals requiring assistance and recommend alternatives;
- plan and implement operational procedures consistent with department goals and available resources;
- provide technical consultation in an assigned area;
- correctly interpret policies and procedures, apply them to specific situations and/or functions, and recommend corrective action;
- make timely and accurate decisions related to an assigned area;
- determine work loads, deadlines, work objectives, and time use to ensure proper completion of work assignments;
- establish and maintain effective working relationships among staff, clients, and the community;
- establish performance objectives for staff and maintain awareness of individual performance in relation to objectives;
- communicate information clearly and concisely;
- maintain records, and prepare reports and correspondence related to an assigned area.