



JOB DESCRIPTION: Waiver Assistant (Waivers)

EMPLOYMENT CATEGORY: At-will, Administration

POSITION HIRED BY: Mid-State Health Network (MSHN)

FULL-TIME/PART-TIME: Full-time

SUPERVISOR: Chief Behavioral Health Officer

EXEMPT/NON-EXEMPT: Non-Exempt

MANAGEMENT RESPONSIBILITIES: Personnel - No
Resources - Yes

Position Overview:

Under the direction of the Chief Behavioral Health Officer, the Waiver Assistant is responsible to support the Habilitation Supports Waiver (HSW), Children’s Waiver Program (CWP), the Waiver for Children with Serious Emotional Disturbance (SEDW), the 1915i HCBS State Plan (“iSPA”), as well as the Autism Spectrum Disorder (ASD) benefit programs (collectively referred to as “the Waivers”). The Waiver Assistant position will assist in preparing files, monitoring compliance tools and processes, as well as provide administrative support in the day-to-day operations of the region’s waiver programs. The Waiver Assistant has primary responsibility in performing a variety of functions including: organizing processes that assist with the tracking of policy and procedure development, waiver application tracking, and use of information systems resources to organize and prepare the MSHN Waiver staff for subsequent review and follow up duties.

This position requires strong listening and organizational skills, exceptional attention to detail, as well as the ability to be flexible, efficient, and effective as part of a team. Responsible for carrying out all activities in accordance with MSHN policies, procedures, regulatory, and compliance requirements.

Qualifications

Minimum Qualifications

- Associate degree in human services or related field;
- 1-3 years of experience working with persons with intellectual or developmental disabilities in the Community Mental Health Services Program (CMHSP) system;
- Knowledge of CMHSP systems of care;
- Knowledge of strengths-based principles, including person-centered planning and self-determination
- Knowledge and application of the principles and practices of continuous quality improvement; and,
- Flexibility to meet obligations outside of normal business hours.

Preferred Qualifications

- Bachelor’s degree in social work or related field;
- A minimum of one year of experience in a behavioral health or CMSHP/administrative position;
- Experience in working with persons with intellectual and/or developmental disabilities;
- Knowledge of Michigan’s waiver system, including HSW, CWP, and SEDW (“the waivers”);
- Knowledge of Michigan’s autism benefit;
- Knowledge of Michigan’s Medicaid Provider Manual, Mental Health Code, and Public Health Code governing behavioral health and substance use disorder services; and
- Experience in a Community Mental Health Services Program, including knowledge of service eligibility criteria and full-service array.

Required Skills

- Ability to handle confidential information and materials;
- Excellent organizational skills and ability to prioritize a workload are absolutely required;
- Excellent interpersonal and human relations skills;
- Excellent verbal and written communication skills;
- The ability to present complex information in a concise, understandable format;
- Ability to interact positively and collaboratively with Community Mental Health Service Programs (CMHSP) executives, co-workers, clients, and community representatives from diverse cultural and socioeconomic backgrounds;
- Use of a personal computer (PC) for administration and communication;
- Use of Qualtrics, Microsoft Office, and other information technology tools and applications; and,
- The ability to legally drive within the State of Michigan.

<u>Responsibilities</u>	<u>Designated Back-Up</u>
Communicates effectively with MSHN staff and provides support as requested to ensure efficient administrative support of waiver processes.	Waiver Assistant (HCBS)
Schedules meetings, notices, and appointments and maintains and distributes meeting calendars.	Waiver Assistant (HCBS)
Manage initial and ongoing organizational tracking and communications processes with the Waivers and communicate with the region’s CMHSPs and providers, as directed.	Waiver Assistant (HCBS)
Organize and participate in meetings and communications related to the Waivers, including committees, workgroups, and learning communities.	Waiver Assistant (HCBS)
Act as an information conduit on Waiver-related matters relating to tracking processes.	Waiver Assistant (HCBS)
Assist with implementation of the appropriate data collection and surveying for the Waiver functions.	Waiver Assistant (HCBS)
Collaborate with MSHN CMHSP participants in the coordination of Waiver enrollment and submission of all applications.	Waiver Assistant (HCBS)
Act as an information conduit between MDHHS, MSHN and CMHSPs on all Waiver matters.	Waiver Assistant (HCBS)
Review Waiver packets prior to submission to MDHHS regarding completeness.	Waiver Assistant (HCBS)
Maintain the MDHHS Waiver Support Application (WSA) Web-based portal by entering, updating, reviewing, and approving required Waiver information.	Waiver Assistant (HCBS)
Gather and track waiver timelines, including communication and corrective action plans for noncompliance.	Waiver Assistant (HCBS)
Timely communication for regional Waiver designees as requested on related policies/process, paperwork, compliance expectations, WSA portal, HSW/ASD reports, etc.	Waiver Assistant (HCBS)

Support Waiver Coordinators in organizational tasks (scheduling, tracking and organizing waiver processes requiring review).	Waiver Assistant (HCBS)
Maintain appropriate working relationships with consumers, network providers, outside agencies, accrediting organizations, etc.	Waiver Assistant (HCBS)
Prepares agendas and supporting materials and packets, takes minutes, and attends monthly meetings as assigned.	Waiver Assistant (HCBS)
Complies with organizational policies and procedures, including code of conduct and attendance policy, and policies resulting from the HIPAA privacy rules regarding individually identifiable health information concerning individuals served or employed by the Provider Network.	Waiver Assistant (HCBS)
Establishes and maintains appropriate working relationships with internal/external customers, vendors, companies, entities, etc. Travels to other sites and locations to attend meetings or perform work.	Waiver Assistant (HCBS)
Locates and develops materials and data based upon internal and external requests for information.	Waiver Assistant (HCBS)
Be knowledgeable about and actively support: <ul style="list-style-type: none"> • culturally competent recovery-based practices, • person centered planning as a shared decision-making process with the individual, who defines his/her life goals and is assisted in developing a unique path toward those goals, and; • a trauma informed culture of safety to aid consumers in the recovery process 	Waiver Assistant (HCBS)
Perform other duties as defined.	Waiver Assistant (HCBS)

Compensation

This is a full-time, non-exempt salaried position with additional benefits. Minimum hours will be 40 per week. The schedule will be set in conjunction with the needs of the organization as approved by the MSHN Chief Behavioral Health Officer.

Environment & Safety

Minimum Physical Requirements

- Ability to exert/lift up to 25 pounds of force occasionally and/or up to 15 pounds frequently and/or up to 10 pounds constantly to move objects;
- Ability to sit for extended periods of time;
- Ability to travel offsite for various meetings, activities, and events as directed; and
- Ability to use computer, telephone, copy machine, and various office equipment.

Work Environment

- Normal office environment; and
- Travel by automobile as directed.

To carry out this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

My signature below affirms that I have reviewed the job description and agree that it accurately reflects the scope of the position for which I am responsible.

Employee Signature Date

Supervisor Signature Date