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| <b>Job Title:</b> Personal Support Services Specialist 2 |
| <b>Department:</b> Family Services                       |
| <b>Posted:</b> March 22, 2017                            |
| <b>Wage:</b> \$14.82-15.41/hour DOE                      |



Helping people live  
their greatest lives

*Are you looking for an opportunity to make a difference in the lives of people who have disabilities? Are you interested in social justice and advocating for personal and civil rights alongside people whose voices have historically been ignored? Are you a creative and passionate person looking to work for a dynamic organization with practices that are leading change in our industry? If you said YES to any of these, you may be just the person we are looking for to step into this role! Full benefits package including 120 hours of paid time off in first year (increases annually) and 7 paid holidays.*

### **Essential Responsibilities:**

- Ensure coordination and completion of required tasks related to monthly spending summaries and completion/submission of timesheets. Complete and track related monthly reports to ensure budgets remain on track, including review and following up of financial reporting for Personal Support Services budgets.
- Develop and maintain effective communication with people receiving services, managing parties, case managers, and other key parties on an ongoing basis.
- Assist with overseeing training for employees hired by people utilizing Personal Support Services (PSS) including conducting training for new employees, tracking training hours, and communicating with PSS Coordinators and primary contacts regarding training requirements. Implement and expand training options for PSS.
- Ensure people receiving services, managing parties, and employees have access to current policies and procedures; prepare and distribute necessary documents and packets for people receiving services and PSS Coordinators; update documents as needed.
- Support quality assurance activities, licensing compliance and provide assistance with special projects.
- Serve as a representative of the agency to the people we serve, our community partners and external constituents. Must be able to serve as a positive role model for other employees.

### **Credentials/Qualifications:**

- Minimum of a high school diploma or GED; two year degree preferred.
- Minimum of one year of experience working in an office support position.
- Experience with developing and implementing tracking systems required.
- Excellent time management skills required.
- Demonstrated experience in solving problems related to details and in escalated situations.
- Experience with financial data and working with individuals with disabilities highly desirable.
- Demonstrated experience in solving problems in escalated situations.
- Must demonstrate excellent written and oral communication skills/abilities.
- Must be willing to travel locally for work with limited overnight travel possible.
- Must pass a Department of Human Services background study.

### **Work Environment:**

The employee in this position typically works the majority of the time in an office setting. Candidates will be expected to work generally Monday – Friday, daytime hours, with some flexibility based on program needs. The person in this position will work 35-40 hours per week.

### **How to Apply:**

Please submit resume with cover letter to Casia Donahue, [cdonahue@cipmn.org](mailto:cdonahue@cipmn.org). Please include the job title and your salary requirements on your cover letter.

Community Involvement Programs | 1600 Broadway Street NE, Minneapolis, MN 55413 | [www.cipmn.org](http://www.cipmn.org)  
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