

**WALDO COMMUNITY ACTION PARTNERS
MID-COAST CONNECTOR
(Job Description)**

POSITION: Mid-Coast Connector Provider Relations Supervisor

GENERAL SCOPE OF DUTIES: Responsible for providing MaineCare member mobility management, complaint resolution, recruiting and negotiating contracts with transportation providers in Region 5, maintaining a sufficient pool of contracted transportation providers necessary to provide 100% of the MaineCare transports, all aspects of provider compliance monitoring, producing educational brochures, problem solving, developing and leading an advisory committee to assess how well the brokerage is functioning and maintaining a professional relationship with all stake holders interacting with WCAP's Mid-Coast Connector Mid-Coast Connector. Align all actions to support agency mission by ensuring all policies and procedures demonstrate integrity and ethical behavior.

EQUIPMENT USED: All general office equipment including computer systems.

ESSENTIAL FUNCTIONS: Includes the following, but in no particular sequence.

MID-COAST CONNECTOR ADMINISTRATIVE FUNCTIONS:

- Meet with potential transportation providers in Region 5 and negotiate contracts to provide MaineCare member transports in compliance with Maine Department of Health and Human Services rules governing MaineCare transports.
- Maintain a pool of contracted transportation providers to provide 100% of the requested qualifying transports for MaineCare members.
- Monitor and enforce all DHHS compliance requirements for transportation providers.
- Periodically inspect all transportation provider vehicles, training records, clearances, and background check documentation.
- Maintain electronic and manual records documenting compliance and infractions.
- Develop flyers, brochures, and travel training materials for distribution with the Maine Department of Health and Human Services approval.
- Provide mobility management and travel training for service providers, staff, transportation providers and MaineCare members.
- Conduct speaking engagements to educate stakeholders on expectations for compliance.
- Assist transportation providers with developing strong training programs to promote transport safety.
- Resolve problems and conflicts with MaineCare members and stakeholders with professionalism.
- Implement a complaint resolution process, investigating and resolving all complaints within two business days including issuing sanctions against offending providers found to be at fault.
- Assist transportation providers with developing strong compliant volunteer programs.
- Organize and chair an advisory committee that convenes quarterly meetings following the guidelines provided by DHHS.
- Prepare and provide reports to WCAP's Mid-Coast Connector General Manager, Executive Director, Board of Directors and Maine Department of Health and Human Services.
- Enforce compliance with the Health Insurance Portability and Accountability Act.

PERSONNEL ADMINISTRATION:

- Make recommendations as to the changes of status of assigned staff.
- Participate in the hiring process for the Mid-Coast Connector Provider Relations Specialist.
- Provide orientation and ongoing training identified for supervised staff.

- Cross train staff to do back up intake, dispatching and data entry.
- Supervise, coach and discipline staff.
- Evaluate job performance of supervised staff annually.
- Review and authorize time records for supervised staff.

MISCELLANEOUS DUTIES:

- Responsible for running errands, i.e., banking, mail run, picking up supplies, when required.
- Light housekeeping duties.

PROFESSIONAL DEVELOPMENT

- Keep up to date on State and Federal regulations governing all aspects relevant to this position.
- Participate in any required trainings, meetings and professional development activities.

SAFETY AND WELLNESS

- Actively promote safety and accident prevention within the workplace.
- Report any unsafe conditions, incidents and/or accidents immediately.

REQUIRED ABILITIES AND KNOWLEDGE:

- Strong communication skills.
- Must be flexible and able to work with multiple staff members.
- Must be trained in Easy Rides software prior to the brokerage going live.
- Must be familiar with Region 5 area.
- Strong time management and organizational skills.
- Proficient skills in Microsoft Word, Excel and Outlook.
- Ability to lift up to 35 lbs occasionally.
- Associates Degree preferred.

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalent.
- Minimum of 3 years office experience.
- Minimum of 2 years direct supervisory experience.
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance requirements.
- Ability to meet WCAP background clearance requirements.

REPORT TO: Mid-Coast Connector General Manager

HOURS PER WEEK: Full Time / 40 Hours/week

SALARY RANGE: Exempt/Grade11/ Points 375

STATEMENT OF UNDERSTANDING:

I have read and understand the above job description and am willing and able to be responsible for the duties.

Employee Signature

Date

Approved:

Initials Date
03-02-2014

Addendum to Management Job Descriptions

In addition to your job description as a manager of WCAP you are also expected to follow the guidelines outlined below:

Leadership & Teamwork

- Recognizing the contributions of staff and celebrating accomplishment.
- Building cooperative goals and relationships of mutual trust.
- Empowering staff to make decisions and have a sense of ownership for the work.
- Works in collaboration with agency staff to facilitate a team environment.
- Demonstrates effective communication skills in building relationships with all employees and clients.
- Collaborates with all partner agencies to assure effective communication processes across agencies.
- Adheres to the policies in the use of computer technology and all tele-communication devices.

Staff Development

- Manages and leads assigned staff to ensure that policies and procedures are followed in a manner consistent with WCAP's mission, values, and culture.
- Schedules staff according to program needs and within budget constraints.
- Tracks staff attendance.
- Coach's staff performance, conducts performance reviews and assures all processes are completed including evaluations, commendations, and progressive discipline according to the personnel policies and practices.
- Consults with HR during discipline and termination processes.
- Provides in service or continuing education to develop staff skills.
- Promotes career development according to program needs.

STATEMENT OF UNDERSTANDING:

I have read and understand the above and am willing and able to be responsible for the duties indicated.

Employee's Signature

Date

03/02/2014