

# CDPAS Specialist: Home Healthcare Customer Service Specialist

The Mission of the MILC is to empower people with disabilities to live more independent and productive lives. The Consumer Directed Personal Assistant Services (CDPAS) Taking Control program is a home health care program where the consumer directs, employs, and trains a personal assistant of their choosing.

Find out more information on the Taking Control program here: <http://www.takingcontrolny.org>

Find out more information on MILC, our mission, and our other services here: [www.milcinc.org](http://www.milcinc.org)

## **RESPONSIBILITIES may include:**

- Provide information on the CDPAS program to potential consumers and aides via phone or in-person activities
- Answer incoming calls and route to the appropriate staff member, or complete the request of the caller immediately. The staff member will speak with both consumers and aides daily via phone. This program requires making and receiving phone calls while simultaneously documenting the call in computer databases.
- Process employment paperwork and status for all aides
- Assemble consumer and aide orientation packets
- Conduct group orientation sessions for new Personal Assistant hires online or in-person
- Maintain consumer and aide files and annual updates
- Process aide medical forms and required employment documentation. Maintain a system to assure that aides have submitted all necessary documents to maintain their employment.
- Correct payroll problems and missed shift/clock-in errors
- Maintain all aide and consumer data in multiple databases. This program requires a lot of computer documentation and multi-tasking.
- Update assistant availability lists
- Respond to consumer and assistant phone calls within 24 hours
- Perform any other duties as deemed legally and ethically necessary by the supervisor

## **SUPERVISION:**

Works under direct supervision of the CDPAS Program Coordinator and Director of CDPAS team.

## **STANDARDS OF PERFORMANCE:**

Must at all times perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

## **QUALIFICATIONS:**

- Professional office experience preferred.
- GED or High School diploma preferred
- Must be efficient and effective in the use of; computers, email, word processors, spreadsheets, databases; multi-line telephones and voice mail systems; copy/fax/scan printing machines; filing and maintaining professional office organization. Must have excellent in-person, telephone, and written communications skills.
- Must be organized and able to manage diverse tasks and deadlines in cooperation with co-workers and supervisors. This position requires a significant portion dedicated to computer work with data entry and logging all calls and notes.
- Personal experience of a disability preferred, but not required. Persons with a disability, racial, and ethnic minorities are encouraged to apply. MILC is an Equal Opportunity Employer.

## **BENEFITS AND PAY**

- Full Time Position, 40hpw, non-exempt
- Monday-Friday 9AM-5PM. These are set hours and will not be reduced even during slow periods.

- 5 paid lunch/break hours, so the working hours are 35 per week.
- \$17.00 per hour
- *Generous Benefit Package includes:*
- 11 paid Holidays
- 80 paid hours sick time
- 80 paid hours vacation annually. Years 1-4 are 80 hrs per year, Year 5 increases to 120 hours, and every year after that the employee is provided with an addition 8 hours of vacation time (ie: Year 6 = 128, Year 7 = 136, and so forth)
- 32 paid hours personal time
- Paid bereavement time
- Paid lunch and breaks
- Paid Snow Days & Snow Delays (based on local school closures)
- Paid jury duty leave
- 403(b) retirement Plan with an employer 3% contribution after a vested period with the agency
- Excellent health insurance for the employee! Single health coverage at only \$20.00 a month premium. MILC provides an HRA where medical bills are sent first before sent to the employee. The HRA pays 80% of the medical costs. \$5.00 a month for dental + vision for the employee. MILC does not offer Family health insurance, but we do offer Family Dental/Vision for an additional cost.
- Mileage reimbursement at IRS rate (currently 0.62/mile for 2022)
- Scheduling flexibility available upon request so you can accommodate medical/personal appointments & not dip into your PTO
- All other required benefits: Worker's Compensation, Paid Family Leave, Maternity leave, Unemployment, Short Term Disability, etc.
- MILC is an Equal Opportunity Employer and strongly encourages people with disabilities and/or minorities to apply.

#### **IMPORTANT - COVID19 Related Policies**

- Masks are often required to be worn within the office at times in the public areas, regardless of vaccination status. The staff member does not need to wear their mask while at their desk. The staff member is provided with their own private office.
- The staff member will have to comply with Infectious Disease protocols when meeting with clients and other staff members. The protocol includes stipulations regarding maintaining social distancing, wearing masks, cleaning your workspace, and sanitizing after meeting with visitors.
- \*\*\*\*\*MILC, like many other employers in the health related fields - serves consumers with serious and chronic medical conditions. In addition - MILC is an Independent Living Center - where over 50% of staff by mandate must be people with disabilities/chronic health conditions. **MILC has implemented a mandatory vaccination program for all employees. Upon hire, an employee would need to provide MILC with proof of Full COVID19 vaccination.** This is meant to ensure the safest possible environment for those who work in our agency and/or otherwise visit our offices.

This description may not include all of the duties; knowledge, skills, or abilities associated with this position and will be modified as the need arises.