



values into action

Position Description – Supports Broker

Position Title: Supports Broker
Classification: Consultant
Reports To: Executive Director

Job Definition: This contracted position supports people to direct their own services through the provision of support broker services to people with intellectual disabilities who are authorized to use Pennsylvania's Participant Directed Services. The Support Broker provides information; guidance and technical assistance to the individual so that s/he can access, organize and utilize opportunities, resources and services necessary to live a self determined life.

The role of the Support Broker is uniquely defined by the individual utilizing the brokering service.

- Services are designed to provide assistance as needed with employer-related functions, planning, accessing community resources and service and support continuity and maintenance.
- The Support Broker's responsibilities vary depending on the choice and preferences of each individual participant, who are acting as an employer of record or managing employer. Additionally, the intensity of support provided may range from teaching skills to performing a task for the individual.
- The individual and/or her or his surrogate select who they will work with as a Support Broker and will determine Support Broker duties and scope of work. The individual participants and/or their surrogates make their own decisions and cannot be forced or expected to accept Support Broker recommendations.
- The Support Broker is not a surrogate decision-maker.

Summary of Position Duties and Responsibilities:

-Promoting best practices in employee management:

- Provide information on workplace safety and assist with developing and implementing strategies for effective management of workplace injury prevention.
- Providing explanation and assistance in completing employer or managing employer related paperwork and in understanding and fulfilling the responsibilities outlined in the Common Law Employer or Managing Employer Agreement forms.

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- Participate in Financial Management Service's orientation and other necessary trainings and interactions.
- Assist the individual in developing effective recruiting, interviewing, hiring, and scheduling, supervising and payroll practices.
- Assist with the development of 'supervision as a service' and in completing performance reviews on a regular basis.
- Work with the individual to develop appropriate procedures for managing worker performance and if needed, separating with workers and/or communicating with the Agency with Choice organization regarding the need or desire to remove workers from the individual's team
- Help to determine worker pay rates, based on funding and budget availability.
- Help to arrange and/or provide training for the workers.
- Facilitate detailed training and education on human resource standards, basic problem solving and conflict resolution.

-Ensuring civil and personal rights:

- Work as a member of an organization that is assisting the individual accepting supports, in realizing her/his full civil rights as a participating member of her/his community and as a citizen of the United States.
- Promote the health, rights and safety of the individual
- Maintain confidentiality regarding all communication and information related to the participant, employees and other people involved with the individual's services.
- Demonstrate an understanding of the Pennsylvania Home and Community Based Waiver Services, including the Participant Directed option and all applicable policies and procedures.
- Immediately report alleged, observed or suspected abuse and/or neglect.
- Provide information on the Pennsylvania Office of Developmental Programs' Incident Management process.

-Working as an effective member of the team:

- Assist the individual in identifying and sustaining an effective personal support network of family, friends and paid supporters and
- Use effective communication skills to benefit the person, specifically as it relates to interaction with the informal, unpaid resources and networks in the community as well as the Financial Management Service, Administrative Entity, Supports Coordination Organization, and the Office of Developmental Programs.
- Maintain monthly contact with the individual and maintain a Contact Log, documenting all activities, conversations or assistance provided.

Maintain regular contact with the Support Coordinator, as per the individual's preferences

-Partnering to ensure the best possible planning:

- Coordinate formal and informal...
- Assist the individual with planning prior to and during the Individual Service Plan process and other meetings to ensure access to community resources and formal paid services.
- Assisting the individual in identifying and communicating proposed modifications to the Individual Service Plan.
- Assist the person with arranging for and effectively using generic community resources and informal supports.
- Provide technical assistance with developing, implementing and modifying a back up plan for services, staffing for emergencies and/or worker absences.

-Ensuring the best possible use of public funding:

- Provide education and guidance on the details of person centered thinking, planning and action; risks and responsibilities of directing ones own services; choosing providers who are willing and qualified; your rights; community resources and developing and sustaining a natural support system
- Assist with managing, monitoring and reviewing services utilized and funding, including budgeting and review and evaluation of monthly expenditure reports
- Assist with completing and submitting all required documentation and with complying with the standards, regulations, policies and waiver requirements related to Participant Direction.

-Qualifications:

- Be at least 18 years of age.
- One-year experience in a management position with human resources responsibilities OR have a degree in Human Resources.
- Possession of a valid driver's license with a safe driving record AND a reliable means of transportation.
- Demonstration of the following abilities:
 - Function within a participative management structure;
 - Self direct work;
 - Work effectively as a member of a team;
 - Communicate effectively both orally and in writing;
 - Working knowledge and application of basic employment law, principles of self determination, person centered thinking and planning
 - Use the training offered to meet the unique needs of the individual supported including her/his behavioral, communication and mobility needs.