



## WAIVER SERVICES MANAGER JOB DESCRIPTION

### Summary of Duties

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The Waiver Services Manager is responsible for the oversight of all regional operations in the ABA of Wisconsin Medicaid Waiver Services line of business including the Children's Long-Term Support (CLTS), Family Care, and IRIS Waiver programs. Reporting to the Manager of Operations - Wisconsin, key responsibilities include staff management, oversight of all regional operations, client and customer service, referral and enrollment, treatment scheduling, regulatory compliance, facility management, and marketing/outreach.

The Waiver Services Manager collaborates with other company managers and staff to ensure the development of effective business processes to support daily operations (e.g., client billing, fiscal and other reporting, budgeting, employee recruitment, contracting, information systems, etc.). The position also has key responsibilities for meeting company business development and growth initiatives, and maintaining effective, collaborative relationships with other company staff and external organizations.

The Waiver Services Manager is required to maintain strict confidentiality of company business records, client information, and other sensitive information at all times.

### Essential Duties and Responsibilities

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#### 1. Staff Management

- a. Directly supervise the Waiver Services Regional Supervisors, direct care staff (as needed), and other administrative employees.
- b. Conduct regular performance evaluations for Regional Supervisors and others as necessary.
- c. Collaborate with Human Resources in recruiting, hiring, orientation, and ongoing education and training of staff on company operations and agency policies and procedures.
- d. Provide a supportive work environment that ensures compliance with appropriate human resource related regulations and positive staff satisfaction.

#### 2. Daily Operations

- a. Oversight of all day-to-day Waiver Services operations including but not limited to referral and enrollment, obtaining authorizations, Central Reach data entry/training/documentation management, reporting per funder requirements, and all aspects of service delivery.
- b. Oversee daily schedule of service activities using CentralReach.

- c. Ensure monthly staff billing and timesheets are delivered through Central Reach and that payroll reports are received by HR.
- d. Achieve operational objectives by developing annual strategic plans, preparing and completing action plans, implementing productivity, quality, and customer-service standards, resolving issues, support in completing audits and identifying trends, determining system improvements, and implementing change.
- e. In collaboration with the Managers of Finance and Operations, serve as primary liaison for established and new contracts, including negotiating profitable reimbursement rates, relationship management, problem resolution, new contract set-up, etc.; Maintain working knowledge and ensure compliance with Waiver Services contracts.
- f. Responsible for planning, coordinating, and evaluating formal quality improvement initiatives for Waiver Services staff. Monitor quality performance and improvement activities.
- g. Provide leadership to the Waiver Services team and individual staff; lead monthly staffing meetings.
- h. Responsible for development of Waiver Services systems and operating procedures.
- i. Responsible for meeting all ABA of WI policies and regulatory standards as applicable to ensure quality and efficiency.
- j. Conduct regular audits of systems and operating procedures; develops and implements plans of correction and quality improvement initiatives.

### **3. Facility Management**

- a. Oversee all aspects of maintaining regional office facilities including primary liaison with landlord, contracted services (maintenance, office equipment, security, etc.).
- b. Ensures compliance with applicable facility regulations, lease covenants, and local ordinances.

### **4. Client and Customer Service**

- a. Provide and encourage excellent customer service to clients, families, employees, and external parties.
- b. Ensure excellent client services, high client satisfaction, and program success through the operational integration of service and communication functions.
- c. Follow up with specific complaints/grievances and coordinate with direct reports to establish appropriate resolutions to problems.

### **5. Regulatory Compliance**

- a. Ensure company compliance with relevant local, state, and federal regulations/laws and contract requirements that govern business functions. Support company initiatives to improve compliance.
- b. Stay abreast of appropriate regulations and contract requirements that impact Waiver Service operations.

### **6. Reporting and Budgeting**

- a. Work with Managers of Finance and Operations to meet financial objectives by preparing an annual budget and ongoing monitoring of revenues and expenses.

- b. Provide ongoing reports to management as scheduled or requested. Includes but not limited to incident reporting, quality and performance improvement activities, supervision reports, clinical reporting audits, productivity reports, time and staffing reports, authorization/utilization reporting, expense reports, etc.

## 7. Business Development and Growth

- a. Develop and maintain positive community relationships with all referral and funding sources (e.g., private insurers, counties, Wisconsin Department of Health Services, IRIS Consultant and Fiscal Employer Agencies, Family Care Managed Care Organizations, referral agencies, school districts, other providers, etc.).
- b. Stay abreast of current programming trends and implement innovative approaches to service delivery that create opportunities for Waivers Services expansion, increased revenues/funding sources, and collaborative partnerships.
- c. Actively participate and support company strategic plans and business growth initiatives.

## 8. Other Duties

- a. Work collaboratively with other company managers and staff. Develop and maintain strong working relationships with ABA of Wisconsin Clinical Services Manager, Treatment Center Supervisor, and other staff as needed for effective operations.
- b. Perform other duties and special projects as assigned.

## Minimum Qualifications/Skills/Abilities

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- > Bachelor's degree in healthcare-related services; master's degree preferred.
- > 5-7 years progressive supervisory experience; regional and home-based services preferred.
- > 5-7 years experience supporting clients with intellectual and/or physical disabilities or other long-term care populations.
- > 5-7 years experience with new program development and business growth.
- > Experience with Wisconsin's Children's Long-Term Support (CLTS) Medicaid Waiver and adult Medicaid Waiver programs (Family Care and IRIS) preferred.
- > General knowledge of Applied Behavior Analysis (ABA) principles preferred.
- > Knowledge of relevant local, state, and federal regulations/laws, and other compliance requirements
- > Excellent customer service skills. Demonstrated problem-solving ability under challenging conditions.
- > Well organized and detail oriented.
- > Demonstrated aptitude for organizing and coordinating multiple projects.
- > Excellent written and oral communication skills.
- > Excellent interpersonal relationship-building skills with employees, clients, and other agencies to maintain effective working teams and business relationships.
- > Excellent critical thinking and analytic skills and ability.
- > Ability to successfully lead teams and promote company change.
- > Demonstrated user skills with MS Suite or Google Suite; ability to learn and master other software and user devices.
- > Ability to travel within Wisconsin and other states as necessary including overnight travel.

- Must possess a valid Wisconsin driver's license and proof of personal auto insurance meeting Wisconsin minimum requirements.
- Successful completion of all required background checks.

## Employee Acknowledgement

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I have read and understand the written job description for the Waiver Services Manager position, and attest that I am fully able to perform all listed requirements in this job description. I am aware that a performance evaluation will be scheduled for 90 days following the acceptance of this position.

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Employee Name (Please print)

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Employee Signature

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Date

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Supervisor Signature

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Date