



**Asura**

Homecare Advisors

## **Job Description Form**

**Division:** Client Services

**Job Title:** Consultation Support Specialist

**Reports to (Title):** Consultation Services Director

**Exempt Status:** Non-Exempt

### **General Description:**

The Consultation Support Specialist will serve as the initial point of contact for participants seeking Consultation Services. The Consultation Support Specialist will work with the State of Minnesota, Lead Agencies, service provider agencies, and Participants; to ensure accurate assessments are received, guide all parties through the intake process, and connect Participants with their assigned Consultation Advisor. They will continue to work with the team to ensure that all Service Delivery Plans are accurately completed per DHS standards and share them with other appropriate parties as needed. Consultation Support Specialists will serve as a resource for both internal and external stakeholders by managing inbound and outbound questions and inquiries regarding all aspects of consultation services.

### **Requirements:**

- One year of in person or phone-based customer service experience required.
- Associates degree preferred.
- Experience providing direct services or experience coordinating own services preferred.
- Excellent oral and written communication skills.
- Demonstrate creativity, critical thinking, and problem-solving skills in varying environments.
- Ability to meet deadlines and leverage resources to deliver person-centered services within deadlines.
- Ability to handle numerous tasks simultaneously while maintaining strong attention to detail.
- Maintain a high standard of professional courtesy, flexibility, confidentiality, while working independently as a team member.
- Intermediate computer skills including internal office and organizational software (MS Office/Excel), and the ability to gain proficiency with Asura specific systems and navigate various online databases.
- Must pass a background study with the Minnesota Department of Human Services.

### **Essential Functions:**

- Provide education and guidance to participants, lead agencies, state agencies and service providers regarding consultation services.
- Review assessments and documents retrieved from MN DHS databases.
- Accurately enter Participant information to create and manage participant databases and accounts.
- Schedule initial intake meetings for Participants with their assigned Consultation Advisor.

- Review and maintain program required documentation to ensure accuracy.
- Manage completed Service Delivery Plans to ensure that all parties receive copies in a timely manner.
- Coordinate service delivery and accommodation with other members of the consultation team, Lead agency, and service providers.
- Explain difficult concepts and processes verbally and in writing to participants, co-workers, and external parties.
- Maintain prompt and dependable work attendance and engage as part of a collaborative and integrated team.
- Confidently utilize resources to help individuals who have communication barriers.
- Accurately document all interactions in a clear and concise manner in client management systems.
- Understand HIPPA and ADA regulations and uphold the integrity of Asura privacy and conduct policies.

**Physical Demands: "See ADA Standards"**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

**Acknowledgement:**

The identified activities and factors are intended to describe the usual requirements for this position. It is not an exhaustive list of the employee's functions and does not limit the assignment of other duties at the discretion of the supervisor. I have read, understand and agree to the terms of this job description.

**Printed Name:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_