



*"To provide a continuum of innovative support for individuals with disabilities so they may live meaningful lives."*

## **Outcome Specialist**

**Location:** Janesville

**Date:** 10/29/2014

**Full Time/Part Time:** Full-time

### **Purpose of the Position**

To facilitate SERVICE EXCELLENCE by reaching out to participants, families/guardians and funders to make them aware of and to provide an array of exceptional Riverfront employment and life service. To increase the number of people served and number of services provided by Riverfront.

### **Qualifications**

Required

- Three or more years of experience in a human service field or an Associate's degree or other post high school graduation coursework and one year of experience in a human service field.
- Experience working with adults with disabilities.
- Flexibility in scheduling.
- Good time management and ability to meet deadlines.
- Access to reliable, non-public transportation with required insurance coverage for transportation for daily use.
- Well-developed oral and written communication skills.
- Ability to operate computer equipment and knowledge of various software packages including Office Windows applications 2007 and above.
- Experience in negotiating rates for services.
- Experience in case management or assessing developmental needs.

Preferred

- Bachelor's degree in the human service field.
- Knowledge of proactive behavioral approaches and precision teaching techniques.

### **Job Functions**

- Assess the needs of people served and ensure that those needs are met in an exceptional and fiscally responsible fashion.
- Grow the number of people served and increase the units of service provided by assessing participant needs and advocating for services that meet health, safety and independence needs of participants.

*[www.riverfrontinc.org](http://www.riverfrontinc.org)*



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- Identify service gaps and seek to develop appropriate programming.
- Ensure the development and delivery of services to live and work independently within the community.
- Ensure accurate referrals and authorizations for Riverfront services are received initially and updated any time there is a change to programming.
- Complete and submit daily/weekly/monthly/quarterly/semi-annual updates as required by the funding agency, complete semi-annual development plans, complete addendums to development plans as goals and support needs evolve, review and approve your personal time entry information, run appropriate reports each pay period to support accurate review and approval of time entries for each individual assigned to caseload, ensure case file is current and accurate at all times, ensure all assigned files pass review as required.
- Maintain professional relationship with families/guardians, funding sources, medical professionals, employers, providers, legal systems and team members.
- Serve as an advocate and assist individuals in understanding options and in communicating their choices regarding living arrangements and work.
- Assist participants in building natural supports and becoming integrated into their community and work environments.
- Monitor participants' general health.
- Maintain high performance standards.
- Maintain current knowledge and assure compliance with applicable laws, rules, regulations, Riverfront policies and procedures, and state and national standards.

### **Expected Outcomes**

- Achieve a minimum of 5% growth in number of participants serviced and number of hours provided.
- Increase the number of participants receiving multiple services by 5%.
- Ensure participant, guardian and funder satisfaction levels exceed 90% annually.
- Ensure all caseload files pass annual review 100%.
- Ensure 50% of participants assigned to caseload achieve a minimum of 80% goal attainment and 40% of participants assigned to caseload achieve at minimum 100% goal attainment.
- Attain applicable benchmarks.
- Ensure schedules accurately reflect authorized hours and billing accurate and in accordance with authorizations. Ensure 95% utilization of authorized hours.

**Deadline:** Open until filled.

*Apply online at:*  
<http://www.riverfrontinc.org>  
EOE