



Job Title: Medicaid Waiver Services Trainer
Reports To: Assistant Director
FLSA Status: Full-Time, Exempt
Department: HCBS
Location: M4A

Position Summary: Medicaid Waiver Services (MWS) Program Trainer

The Medicaid Waiver Trainer is responsible for onboarding all new Medicaid Waiver staff members plus providing ongoing training not only to help prevent unplanned care transitions but also to meet NCQA (National Committee for Quality Assurance) requirements, ASN (Alabama Select Network) requirements, and ADSS/AMA (Alabama Department of Senior Services/Alabama Medicaid Agency) requirements. The Medicaid Waiver Trainer is responsible for all aspects of training under the Medicaid Waiver Program and is the expert on what training is required, when the training must occur, and how the training must be documented. In addition, the Medicaid Waiver Trainer is the person who will constantly review and analyze the performance of Case Managers to determine what types of training are needed to improve quality of care and client outcomes.

The Medicaid Waiver Trainer works with the Medicaid Waiver Services (MWS) Leadership Team (Lead Case Manager, RN Supervisor, Quality Assurance Manager, and Initials Coordinator) to identify areas of training that will increase the quality of case management and care to clients of the Medicaid Waiver programs.

The MW Trainer has supervisory responsibility of Case Managers under the guidance of the Lead Case Manager. This position has a 20-client maximum caseload, which may be adjusted by the Lead Case Manager or Assistant Director, plus this position may, as needed, provide back-up support to other Medicaid Waiver Case Managers. The Medicaid Waiver Trainer is expected to be a team player and lead by example.

The MWS Trainer must adhere to ethical behavior and HIPAA; establish and maintain positive working relationships; communicate effectively; and foster teamwork.

Essential Duties and Responsibilities:

The MWS Trainer must be able to communicate effectively and clearly with Case Managers, clients, fellow Leadership Team members, Direct Service Providers, and others involved in the care of MW clients and in the administration of the MW program. The Medicaid Waiver Trainer is responsible for retraining or providing additional training to Case Managers. For example, the Medicaid Waiver Trainer will provide training on how to document narratives correctly and thoroughly, how to prepare and get redeterminations ready to submit, how to plan an effective home visit schedule (to maximize time and mileage), how to develop/document service plans, and how to evaluate and update person-centered care plans.

- Model and teach professional skills that are essential to the success of the Medicaid Waiver Case Manager, such as, strong communication, time management, and organizational skills.

- Improve the home visit skills of Case Managers by showing Case Managers how to conduct a home visit and also by joining Case Managers on home visits and providing constructive criticism.
- Coach Case Managers on effective and accurate Medical Case Management to ensure Care Plans and documentation are current.
- Support the Redetermination process.
- Assist in positive action plans.
- Mentor new Case Managers.
- Perform other duties as assigned.

Knowledge, Skills, and Abilities (**can be acquired on the job*)

- Must have knowledge of Medicaid Waiver Programs, NCQA accreditation requirements, ASN training requirements, and ADSS/AMA training requirements for Medicaid Waiver Case Managers. While some of this knowledge can be acquired on the job, knowledge of Medicaid Waiver Programs cannot.
- Must be proficient in and with FamCare to the point of being able to teach FamCare to new Case Managers; provide remedial FamCare training when needed; and access, review and analyze FamCare reports and entries.
- Must be able to teach and be an effective teacher or trainer.
- Must be a continuous learner.
- Must have strong oral and written communication skills in culturally diverse settings.
- Strong computer skills with technology literacy are important.
- Ability to engage children, families, and partners as key players throughout the service process.
- Must be a team player and able to accept and provide constructive criticism.
- Must have strong organizational and time management skills.
- Ability to establish and maintain effective working relationships with co-workers and clients.
- Knowledge of social work principles and interviewing techniques.
- Knowledge of English grammar, spelling, and punctuation.

Education / Experience:

1. Bachelor's degree required; Master's degree preferred.
2. 2-4 years of Medicaid Waiver case management experience and some supervisory experience required.

Essential Functions / Physical Requirements:

The requirements below are required with or without reasonable accommodations:

- Ability to tolerate walking, standing, crouching, reaching, and sitting throughout the day.
- Ability to meet the attendance requirements for the position.
- Ability to "drive" to locations necessary to accomplish for position / program work.
- Ability to occasionally lift and/or move up to 10 pounds.