

## **Position Description: Program Services Specialist**

### *Interdisciplinary Team Facilitator*

#### **Summary of Position:**

The *Program Services Specialist* supports all aspects of service delivery, facilitating the work of the *Program Services Consultants* and *Supervisors*, ensuring coordination of care remains aligned across educators and providers through collaboration and consistent communication. With a unique opportunity to continue developing their skills as practitioners, with this focus on communication, collaboration, and coordination of care in service delivery, *Specialists* play a key role in ensuring clinical and organizational outcomes remain meaningful and impactful for all. Services are provided within the individual's natural learning environments, in collaboration with early childhood centers, preschools and related early intervention centers, schools, and a variety of other service programs across the lifespan as the organization grows. Our service model provides unlimited opportunities for individual growth, with the potential to build service models focused on your areas of interest as you grow with our organization. With consistent performance, options for hybrid work models are embedded into the model as well. *Students enrolled in a graduate program for behavior analysis will receive both restricted and unrestricted supervision and mentorship, developing critical communication and leadership skills while serving on a multi-disciplinary applied research team.*

#### **Role:**

The role of the *Program Services Specialist* is to ensure all client needs are identified, monitored, and addressed with immediacy and fidelity. The *Specialist* facilitates communication among team members, and more importantly with the clients we support in serving the children and families accessing care through their organizations. The *Specialist* is responsible for assisting the *Consultants and Supervisors* in identifying and addressing staff development needs, conducting comprehensive client assessments, assisting with development and modification of integrated treatment plans, creating protocols, as well as providing job-embedded coaching for direct services staff, assisting with care coordination and caregiver collaboration, conducting structured classroom observations, interviews, and comprehensive record reviews, as well as assisting with ongoing data analysis and monitoring of client progress. Collection and verification of inter-observer agreement data (IOA) is necessary to ensure that the interventions are being implemented with fidelity and clients are receiving high quality services to attain maximal outcomes. Highly developed communication skills and the ability to both deliver and receive meaningful feedback are essential skills in this position to support a growth mindset for all members of the team as the team facilitator, and as we grow.

#### **Responsibilities:**

- Provide ongoing coaching, supervision, and development of all team members, under the supervision of *Program Services Consultants and Supervisors*.
- Develop and continuously monitor ongoing staff development and new hire training to direct services providers to ensure direct service staff continue to develop their clinical decision-making, supporting engagement and motivation in the work of all team members and caregivers.
- Assist the *Consultant* in conducting care coordination and caregiver collaboration by conducting interdisciplinary team meetings, addressing the learning needs of parents and caregivers, synthesizing record reviews, ensuring data-based decision-making, and conducting analytic reviews across service providers.
- Assist *Program Services Consultants and Supervisors* in verifying educational and medical documentation protocols are complied with by all team members, in accordance with established organizational procedures, payor guidelines, and requirements for educational services.
- Develop clear and concise protocols and session guidelines for client programs and ensure staff have the knowledge, skills, and supports to make necessary decisions during client services to facilitate maximum learning opportunities under the guidance of *Program Services Consultants and Supervisors*.
- 1:1 direct therapy with clients as needed by organization.

#### **Position Requirements:**

- *Current enrollment in ABA master's program and/or completing remaining requirements of supervision and preparing for the BACB® examination.*
- Two years as an RBT® or Direct Service Provider (current with BACB®)
- Demonstration of Developing Leadership Skills, Servant Leadership, Emotional Intelligence & a Growth Mindset with an interest in applied research.
- Ability to use and remain adaptable to a variety of technology programs, to include Microsoft 365 Platforms.
- Knowledge of Microsoft Programs
- Ability to use technology in a variety of settings.