DEFINITION
Under the direction of the supervisor named above and in cooperation with other members of FREED’s service team, the TBI Specialist will provide services that promote independent living to persons with traumatic brain injuries (TBI) to live more independently within their community, by providing TBI core services including supported living, community reintegration, vocational support, informational and referral, and professional and public community education and outreach. Direct services will include housing, peer support, supported living services, case management, independent living skills training, benefits planning, transition, and individual advocacy services. Core services are provided in the office, community, and home through in-person, Skype (internet), and telephone contact.

ESSENTIAL DUTIES AND RESPONSIBILITIES
Core services are provided in the office through in-person and telephone contact and in the community or home as assigned.

- Provide the following core services to survivors of TBI: supported living services, case management, community reintegration services, vocational supportive services, information and referral; individual advocacy; housing assistance, peer support and independent living skills training.

- Utilization of a person-centered planning process to assist individuals and their families in the development of an individual service plan integrating his/her goals and priorities.

- Provide information, support and training to assist consumers in achieving stated independent living goals in their individual service plan and/or make referrals to appropriate resources and agencies.

- Provide enhanced information and assistance by working with the consumer to identify the individual’s long- and short-term
needs, identifying resources to meet those needs, providing referrals to identified resources, and, where appropriate, providing warm hand-offs, and following up to ensure a consumer’s needs have been met.

• Obtain, evaluate, and document comprehensive information related to community based TBI-related long-term care services and supports (LTSS) and develop a framework of possible options available that allow individuals and stakeholders to make informed choices.

• Provide case coordination services as requested by consumers and/or as required by funding source. Make a minimum monthly follow-up contact with all consumers who have an open file.

• Provide vocational services, including skills development to identify and overcome barriers to employment, pre-vocational, and educational services as requested by consumers and to individuals who are under- or unserved by existing vocation rehabilitation services.

• Create and maintain confidential files on consumers who request ongoing services: complete intake assessment and periodic statistical data collection forms: prepare case notes: document service requests and services provided: and complete other paperwork as required.

• Maintain accurate, comprehensive, and confidential case records of services requested and provided utilizing FREED’s consumer service records policies and procedures, and standards, indicators, and assurances as required in Title VII of the Rehabilitation Act and corresponding regulations, as well as funding source requirements.

• Submit all required records and reports in an accurate, legible and timely manner.

• Participate in TBI community education activities that promote awareness of the issues faced by survivors of brain injuries.
• Keep daily logs and prepare monthly and quarterly statistical information in an accurate and timely fashion as required by funding source.

• Collect, read, summarize, and disseminate information on local resources issues and legislation relevant to persons with brain injuries.

• Provide peer support services and information on TBI groups and activities to consumers.

• Be available in office to interact with consumers and co-workers regarding independent living issues.

• Learn and follow FREED policies and procedures. Convey the independent living philosophy and principles of consumer control, equal access, and equal opportunity throughout delivery of services.

• Work on assigned projects a member of a team.

• Be available to work occasional evenings and weekends.

• Maintain practices that protect the safety and health of consumers and co-workers.

SECONDARY DUTIES AND RESPONSIBILITIES

• Operate standard office equipment (including fax machine, photocopier, Telecommunications Device for the Deaf (TDD), typewriter). Be able to learn FREED database and update records as required.

• Perform other duties related to independent living as time permits.

QUALIFICATIONS

The requirements listed below are representative of the knowledge, skill, and/or ability desired. Reasonable
accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- High School diploma or GED, and three (3) years experience providing services to people with disabilities including individuals with TBI.

REQUIREMENT/JOB SPECIFICATIONS

Knowledge/Skills/Abilities:

- Demonstrated knowledge of issues faced by survivors of head injury and of community resources and disability culture.
- Demonstrated skills in organization, time management, working independently, and communication with persons with diverse backgrounds and communication styles.
- Demonstrated good written and verbal skills. Demonstrated skill at informal teaching.
- Demonstrated commitment to teamwork and promoting understanding of head injury concerns in diverse audiences.
- Familiarity with general office procedures and office equipment, and with statistical data collection.
- Personal experience with disability preferred. Familiarity with independent living philosophy preferred.
- Must have reliable transportation and valid identification card

Skills/Aptitudes/Temperaments

- Ability to protect the confidentiality of consumer information.
- Ability to present information and ideas clearly, both orally and in writing in English, and to understand and retain information and ideas presented orally and/or in writing.
- Ability to establish and maintain friendly and professional working relationships with head injury survivors and family members, the general public and agency personnel, in both group and individual interactions.
• Ability and willingness to work with a wide range of people with and without disabilities, including people in crisis.
• Ability to take initiative and, after completion of training, to work away from the office and with limited direct supervision.
• Sensitivity to issues concerning diverse cultures and people with a range of disabilities.
• Ability to operate a keyboard and a computer.

Mental Demands

• Must possess excellent organizational skills, including the ability to effectively juggle multiple and/or competing priorities.
• Must possess follow through and attention to detail.
• Must possess the ability to self-motivate, set and meet goals to achieve desired results.
• Must be able to meet deadlines and be results oriented.
• Must demonstrate the ability to think independently within the scope of the position, make decisions and use good judgment and discretion in the decision making process.
• Must be accountable for decisions and actions.
• Must be an analytical thinker.

• STRESS LEVEL
  Moderate. This person is frequently expected to think clearly in emergencies and complete work with deadlines.

• OTHER SKILLS AND ABILITIES
  Ability to visit consumers at nursing homes, in their homes, and other settings. Understand and convey the concepts of independent living. Ability to exercise initiative, ingenuity and sound judgment in providing consumer services and participating in community education, advocacy or awareness projects. Ability to work effectively with community resource agencies and/or staff.

• Bilingual in Spanish and English desirable. Knowledge of ASL desirable.

• Ability to become conversant in the Olmstead Decision and Americans with Disabilities Act.
• WORK ENVIRONMENT
The noise level of the office working conditions is low to moderate.
Mostly indoors, occasionally outdoors.
Moderate amount of travel: local and regional.
FREED is a fragrance-free work environment.

• EQUAL OPPORTUNITY EMPLOYER
FREED is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy. FREED is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive orders regarding non-discrimination and affirmative action.

• BACKGROUND CHECK
FREED strives to provide a safe environment for staff, consumers, and volunteers. To support this environment and comply with applicable laws and regulations, FREED conducts background checks. The type of background check conducted may vary by position and can include, but is not limited to, criminal (felony and misdemeanor) history, and sex offender registry.

Signed:

_________________________________________  _____________
Employee                                      Date

_________________________________________  _____________
Supervisor                                    Date

TBI Coordinator.doc  
6/29/2020