

## POSITION DESCRIPTION

**JOB TITLE:** Director of LTSS and Data Management

**JOB CODE:** 913601

**REPORTS TO:** Associate Administrator

**JOB SUMMARY:** The Director of LTSS (Long-Term Services and Supports) and Data Management will drive effective data management in systems used by Gallagher Services as it delivers high quality person-centered service to adults with intellectual disabilities. This role will implement and maintain systems that result in up-to-date, consistent, accessible, and audit-ready data in Gallagher Services' service records systems.

### **JOB DUTIES & RESPONSIBILITIES:**

- Supervise the development and revision of the person-served data system, currently iCare, to meet the needs of programs. Serve as primary site administrator for the person-served systems and effectively coordinate as the primary liaison with the vendor.
- Manage the Maryland Long-Term Services and Supports (LTSS) system. Review and upload attendance weekly in case management system and send to the LTSS system for payment. Enable and disable features and functionalities as needed; select which tools are best fit for tracking information. Test new modules and once the testing is completed put into production.
- Analyze weekly and monthly reports and communicate discrepancies with the Accounting Manager and reasons for any missed billing; research all exceptions and rejections on the LTSS dashboard and generated system reports. Discern between what is billable on a paper bill and what will be paid through the LTSS system.
- Prepare detailed reports for management and other departments, analyze, and interpret data in charts, graphs, etc., to identify specific queries, patterns, and relationships to improve services and compliance.
- Evaluate requirements for any new features and modules, research and create mockups as needed for iCareManager software.
- Manage protocols for maintaining consistent data across related systems, including service records in iCare Manager, service authorization information in LTSS and PCIS2.
- Manage data management training process.
- Ensure operating procedures and system user manual(s) are created and updated regularly.
- Engage end users through various avenues including monthly webinars and maintain updates on the employee intranet.
- Identify and recommend software product customizations and enhancements to policy and procedures, including the Agency's Values and Commitments.
- Other duties as assigned.

### **EDUCATION & EXPERIENCE REQUIREMENTS:**

- Bachelor's degree in the field of Human Services and or Internet Technology.
- Experiences with LTSS billing and finance.
- Minimum of 3 years of professional experience delivering community-based services to people with intellectual and developmental disabilities.
- Experience may be substituted for education on a 2:1 basis with approval of Administrator.

### **REQUIRED SKILLS & ABILITIES:**

- Demonstrated ability to manage the implementation and oversight of data management system.
- Ability to comply with LTSS requirements and integrate these requirements with other functional program areas of the Agency.
- Extensive knowledge of COMAR & HCBS Final Rule, LTSS, waiver and service definitions and regulations, guidelines, procedures & philosophy.
- Effective communication and supervision ability.
- Demonstrated understanding of the fundamentals of person-centered thinking, planning and action.
- Ability to work in a team, excellent interpersonal skills.
- Advanced reasoning abilities and good judgement.

- Advanced written and verbal communication, with strong interpersonal skills.
- Strong time-management, project management and organizational skills with strong attention to detail.
- Attend and complete all agency mandated trainings and maintain certifications as required in Gallagher Services Policy and Procedures including, but not exclusive to, DDA Core, First Aid, CPR, MTTP/CMT, PCP (Person-Centered Planning), BBP (Blood Borne Pathogens), Mandt and Abuse/Neglect.
- Requires the ability to utilize computer systems and software necessary to perform position functions. Basic Windows PC, web browsing (i.e., Chrome, Internet Explorer, etc.), and Microsoft Outlook skills required. Other Microsoft Office application knowledge, such as Word, Excel PowerPoint, Teams, and OneDrive desired.

**PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:**

- Hearing and vision abilities within normal range (corrected) to drive safely and to observe and communicate with others.
- Light work that includes moving objects up to 20 pounds.
- Driving (Agency and/or personal vehicle) is required for this position. Driver must be at least 21 years of age, with a minimum of 2 years of driving experience, and a valid driver’s license issued by the state of residence. There can be no state issued restrictions on the licenses that would impede driver’s ability to operate the vehicle as required by the Agency, and there must not be more than three (3) points on their driving record.

**CATHOLIC CHARITIES COMMITMENTS & INCLUSIVITY:**

Catholic Charities is committed to creating a diverse, equitable and inclusive environment and is proud to be an equal opportunity employer. Catholic Charities recruits, employs, trains and promotes without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

The responsibilities of this position must be consistently performed using the following behaviors:

1. Honor and respect the **Dignity** of every person.
2. Encounter each person with **Compassion**.
3. Act with **Humility**.
4. Reach out to others in a spirit of **Collaboration**.
5. Serve with **Excellence**.
6. Act with **Integrity** in everything you do.

**Acknowledgement of Position Description**

I have read the role description for the **Director of LTSS and Data Management**. I fully understand and accept the duties and responsibilities that are outlined for my position. I will perform these duties and responsibilities to the best of my knowledge and ability.

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Employee

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Date

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.