TN Department of
Disability & Aging

Developmental Services Program Coordinator 2
Enabling Technology-Regional Technology Champion
Arlington, Tennessee
Shelby County
Salary: $4,517 - $5,638 (Monthly) / $54,204 - $67,656 (Annually)

Job Description

The Department of Disability and Aging ("DDA") is seeking an Enabling Technology Regional Coordinator (aka Tech Champion) which serves as the contact person and liaison between DDA Regional offices, Managed Care Organizations (MCO), Home and Community Based Service (HCBS) Providers, Service Coordinators, Service Recipients, Enabling Technology Providers, Aging Services Providers, and other participants within DDA's Enabling Technology program and services. This position is responsible for providing technical assistance, training, education, consultation, and advisement as a subject matter expert (SME) around Enabling Technology devices, solutions, and services. The DDA Regional Coordinator uses best practices to help facilitate and support the person-centered integration of Enabling Technology products and services amongst its members and network of providers to encourage cooperation and alignment within the Enabling Technology Program. This position reports to the Division of Program Innovation's Director of Enabling Technology.

Essential Work Activities and Functions

• Works closely with the Director, other regional ET Coordinators, regional Employment Innovation & Community Inclusion Specialists, and the DDA & ECF CHOICES HCBS provider community to further Technology First initiatives.

• Supports and ensures person-centered selection, assessment, and evaluation of Enabling Technology supports and services.

• Participates in Circle of Support (COS) meetings to offer guidance, technical assistance, and updates about Enabling Technology solutions, services, policies, procedures, and protocols.

• Provides education and training to DDA Regional offices, Managed Care Organizations (MCO), HCBS Service Providers, Service Coordinators, Service Recipients, Enabling Technology Providers, Aging Services Providers, and other participants to build understanding and encourage continued alignment with Enabling Technology program and services.

- Collaborates with the Division's regional Employment & Community Inclusion Specialists on the implementation and use of Enabling Technology in various employment settings, communities and neighborhoods, and available modes of transportation or travel.
- Collaborates with the Division of Innovation to record data, provide reports, and give status updates towards developing and implementing metrics to evaluate the efficacy of Enabling Technology services.
- Collaborates with the Division of Innovation to assist in facilitating, implementing, and managing pilot projects geared towards the discovery of emerging technologies, innovative ideas, and technology first initiatives.
- Conducts and participates in outreach activities including Enabling Technology Model Home tours, in-person presentations, product demonstrations, webinars, DDA Outreach Events, and other forms of media which are necessary for the growth and sustainability of DDA and the Enabling Technology programs and services.
- Serves as a liaison between DDA Regional Offices, agencies in the DDA Provider Network, Support Coordination & Case Management agencies, and credentialed Enabling Technology Providers.
- Attends workshops, trainings, virtual webinars, meetings, and other relevant technology events to expand their knowledge of being a subject matter expert for the integration of Enabling Technology.
- Provides back-up to the Director of Enabling Technology wherever and whenever needed due to planned or unplanned needs in the field.

Minimum Qualifications and Criteria

- Education and Experience: Graduation from an accredited college or university with a bachelor's degree and experience equivalent to four years of professional developmental disabilities or mental health work OR qualifying professional developmental disabilities or mental health work may substitute for the required education (year for year basis for a maximum of four years)
- Certification as an Enabling Technology Integration Specialist OR qualifying professional assistive/enabling technology integration experience may substitute for the required certification

Competencies

- Skill in learning and applying policies and information
- Skill in listening to others to assess needs, answering questions appropriately, and not interrupting
- Skill in understanding the meaning of written material
- Skill in relaying information to others so that they understand
- Skill in reviewing processes, evaluating their effectiveness, and identifying needs for changes and improvements
- Skill in using knowledge and logic to prioritize responsibilities and determine best solutions

- Skill in writing so that the reader can understand the thoughts being conveyed
- Skill in managing time to meet deadlines

- Skill in using basic math to identify trends and determine cost effectiveness
- Ability to multi-task
- Ability to take broad information and apply it to specific information
- Ability to stay focused, handle interruptions, and return to tasks promptly
- Ability to articulate words clearly so that other will understand
- Ability to clearly convey ideas in writing so that others will understand
- Ability to analyze information and discover trends

About DDA

The Department of Disability & Aging is the state agency responsible for providing services and support to more than 1.5 million Tennesseans with intellectual and developmental disabilities and to older Tennesseans. For people with intellectual and developmental disabilities, this is done through the home and community-based waiver programs, Tennessee Early Intervention System ("TEIS"), Katie Beckett Program, Medicaid Alternative Pathways ("MAPs") Program and Family Support Program. For older adults, some of those programs include CHOICES, State Health Insurance Assistance program ("SHIP"), home and community-based programs, nutrition services, caregiver support, transportation assistance, and public guardianship.

The department supports people to live the lives they envision for themselves by ensuring people are free to exercise rights, engage with their broader communities and experience optimal health. DDA is the first state service delivery system in the nation to receive Person-Centered Excellence Accreditation from the Council on Quality and Leadership. It has also been recognized as a national leader in its efforts to increase competitive, community-based employment outcomes for people with disabilities and its commitment to enhancing independence through Enabling Technology.

Interested candidates should apply at https://www.tn.gov/careers/apply-here.html.