



CENTER FOR PEOPLE WITH DISABILITIES JOB POST

Posted: 4/18/24; Open Until Filled

People with disabilities of all backgrounds are strongly encouraged to apply!

JOB TITLE: Veterans Independence Program (VIP) Supervisor

PRIMARY OFFICE: Longmont (potential for some remote/hybrid work after training)

FLSA/EMPLOYEE STATUS: Full-Time (32 hrs./wk.; 4 days/wk.); Non-exempt

PAY & BENEFITS: \$33-36/hr. Benefits include: medical, dental, vision, life and accident insurance; Employee Assistance Programs (EAP); 401(k); paid holidays, vacation time, and sick time.

WHY WORK WITH US? We're extremely caring, supportive, down-to-earth, and passionate about what we do. We are continually improving the employee experience, including offering a 4-day workweek for true work/life balance. Also, we're very flexible and accommodating, and we provide generous time off. Be a part of our meaningful mission and make a difference in the lives of people with disabilities!

SUMMARY: The focus of this position is to ensure Veterans Independence Program (VIP) functions are carried out in a high-quality and effective manner by working closely with the VIP Program Manager to coordinate all aspects of VIP services at CPWD. Responsible for monitoring and supporting the day-to-day activities of VIP staff (including CPWD Spoke providers) for the purpose of programmatic progress and managing consumer needs and concerns. Will also work directly with Veterans around managing a budget, deciding what services best meet their needs, assisting in hiring personal care workers, and purchasing items or services to live independently in the community. The individual in this position will serve as a role model and mentor for other VIP Advisors, and maintain positive and effective relationships with CPWD staff and partner agencies.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Supervision Duties and Responsibilities

- Act as a peer mentor/advisor to VIP Advisors, within the scope of responsibility delegated by the Program Manager. Includes providing support, encouragement, guidance, and training to staff to enhance their professional and personal growth.
- Assist Program Manager with supervision of staff, including employee development and training, guidance, conflict resolution, performance management, evaluation, and recruiting.
- Hold regularly scheduled meetings with VIP Advisors to promote communication, and build and maintain a strong team.



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- Ensure staff are accurately documenting goals and services in the CilsFirst database, as required.
- Work with Program Manager to track Veteran enrollments and monthly billing.
- Quality Assurance (QA) tasks: manage referrals, ensure all new enrollment documentation is complete and saved to the shared drive, complete Veterans Affairs (VA) monthly audits for Program Manager review, complete staff monthly QA reports, track authorization and timelines for renewal, periodic file reviews, monthly spending reports.
- Assist Program Manager with required surveys.
- Assist Program Manager with compliance for VA program standards.
- Responsible for ensuring high quality customer service and advocating for Veterans, as needed. This includes reviewing paperwork from new VIP Advisors prior to submitting to VA staff.

Direct Service Duties and Responsibilities

- Must be able to directly manage a caseload of approximately 10-15 Veterans to ensure they obtain access to services and supports to live independently in the community, increase self-advocacy skills, and improve quality of life.
- Required by the Veteran's Affairs (VA) to visit Veterans in person a minimum of quarterly and have intake meetings in person for new Veterans. Additionally, maintain contact with Veterans monthly.
- Use the Activities of Daily Living Assessment to determine Veterans' functional needs.
- Facilitate the development, implementation, and documentation of a consumer-directed support plan and spending plan.
- Provide information and referrals to help Veterans find needed services and supports.
- Assist Veterans with hiring/training/supervising/terminating employees and completing employer/employee paperwork.
- Work with the Fiscal Management Service, helping the Veteran review, approve, and submit timesheets.
- Work in conjunction with Program Manager to monitor billing to ensure expenditures are within budget, and that employees are receiving their pay and benefits.
- Keep the local VA Medical Center informed about the Veteran's status, in conjunction with Program Manager.
- Complete thorough, accurate, and timely documentation for direct services with Veterans.
- Collaborate with military and civilian community resources.



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- Work in conjunction with CPWD's Program Manager and Accounting Department to ensure all assessment fees and monthly admin fees are collected.

General Duties and Responsibilities

- Maintain strict confidentiality and work within the confines of HIPAA regulations.
- All CPWD staff members are considered mandatory reporters, obligated to report signs of abuse they are aware of both on and off the job.
- Demonstrate a high level of ethics, integrity, and professionalism.
- Have or gain a working knowledge of the Americans with Disabilities Act (ADA), the Rehabilitation Act, and the Fair Housing Act.
- Travel as needed for direct services, trainings, and outreach events.
- Participate in CPWD staff meetings, program meetings, and staff trainings.
- Travel up to 50% as needed for direct services, meetings, and trainings.
- Participate in community events/committees and collaborate with partners for the purpose of networking, advocacy, program development, and awareness raising.
- Work independently, schedule and manage personal workload, and recognize when there is a need for approval or support from supervisor.
- Demonstrate sound time management and organizational skills.
- Remain flexible when faced with schedule changes, interruptions, or the need to deal with difficult situations.
- Perform other duties, as assigned.

REQUIRED QUALIFICATIONS:

- Associate's degree in a relevant field or relevant supervisory and program management experience in a related human service field.
- Experience with monitoring participant budgets.
- Leadership and interpersonal skills with people from diverse backgrounds, including peers, consumer base, other staff members and management.
- Able to work independently, making solid decisions and exercising sound judgment with staff, consumers, and community contacts.
- Able to interact personally with people, businesses and service organizations on all levels, and positively represent CPWD in the community.
- Able to adapt readily to multiple assignments and deadlines.
- Able to be flexible and work with various VA Medical Center staff, Spoke agencies and staff from different backgrounds.
- Knowledgeable around disabilities and disability-related issues.
- Knowledgeable around Veterans and Veterans culture.
- Effective written and oral communications skills.
- Strong organizational and customer service skills, and attention to detail.
- Commitment to co-creating a culture that fosters diversity, equity, and inclusion.



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- Able to demonstrate commitment to CPWD's non-discrimination policy [DEI Statement](#)
- Able to demonstrate CPWD's core values of inclusiveness, flexibility, person-first, accountability, and integrity.
- Proficiency with MS Windows, MS Office, Google Suite, and other common computer programs.
- Valid driver's license, insurance, and clean driving record (if applicable).
- Must successfully pass background check(s).

PREFERRED QUALIFICATIONS

- Personal experience with a disability is strongly preferred!
- Personal experience with the military and military culture is strongly preferred.
- Bachelor's degree in a relevant field or relevant human services supervisory and program management experience.
- Exposure to Independent Living Philosophy and best practices in the IL community.

PHYSICAL/ENVIRONMENTAL REQUIREMENTS:

- Office environment requiring an extended amount of time sitting or standing, and regular computer use.
- Local/regional travel in various weather conditions an average of 50% of the time; must have a reliable mode of transportation.
- Based primarily out of Longmont CPWD office location. Potential for some remote work (hybrid) once trained and in compliance with Remote Work Policy.
- May be asked to work out of any CPWD office, as needed.

CPWD is an Equal Opportunity Employer

We are dedicated to the principles of Equal Employment Opportunity and fostering a culture that promotes diversity, equity, and inclusion while actively challenging and dismantling systemic racism and oppression. Reasonable accommodations may be made to empower a qualified candidate to perform the essential functions of the job.

HOW TO APPLY: Please submit an updated résumé and customized cover letter to jobs@cpwd.org explaining why you are a strong candidate for this position. We look forward to hearing from you!

www.cpwd.org