Job Title: IDD Program Specialist

Reports To: Program Manager
Location: Doylestown, PA
Schedule: Full time (Monday-Friday) 9:00-5:00PM
Salary: $48,000 - 52,000 / year

Job Summary:

The IDD Program Specialist supports the daily coordination, quality, and growth of The Next Step Programs' Intellectual and Developmental Disabilities services. This role serves as a key operational and participant-support position across Community Participation Support, Supported Employment, In-Home and Community-Based Services, and related program offerings.

The IDD Program Specialist helps ensure that services are organized, person-centered, compliant, responsive to participant and family needs, and aligned with TNS's mission of helping young adults with intellectual and developmental disabilities live, work, and belong in their communities. The position combines program coordination, documentation oversight, participant support, staff communication, family engagement, and hands-on problem solving.

Key Responsibilities:

Program Coordination and Participant Support

- Support the day-to-day coordination of assigned IDD programs, services, and participant activities.
- Assist with participant onboarding, service transitions, schedule development, program matching, and ongoing communication with participants and families.
- Help ensure that participant supports are aligned with individual goals, preferences, needs, and service plans.
- Coordinate logistics for community-based activities, program calendars, staffing needs, transportation considerations, and participant engagement opportunities.
- Assist in responding to participant, family, staff, and referral-source questions in a timely, professional, and solution-oriented manner.

- Identify service gaps, participant concerns, scheduling conflicts, and emerging needs; elevate concerns to the appropriate manager or director.
- Support participant progress toward independence, community inclusion, employment readiness, social connection, and quality-of-life goals.

Documentation, Compliance, and Quality Assurance

- Assist with maintaining accurate participant records, service documentation, attendance records, authorizations, assessments, support plans, and related program materials.
- Review assigned documentation for completeness, timeliness, professionalism, and alignment with TNS standards and applicable regulations.
- Support managers with follow-up on missing, late, or incomplete documentation.
- Assist with preparation for internal audits, licensing reviews, waiver monitoring, quality-assurance initiatives, and program evaluations.
- Maintain confidential participant and employee information in accordance with HIPAA, agency policy, and applicable regulations.
- Support incident-reporting follow-up, corrective action tracking, and documentation of participant health, safety, or rights-related concerns as directed.

Staff Communication and Operational Support

- Serve as a resource to Direct Support Professionals, Job Coaches, and other frontline staff regarding schedules, participant needs, documentation expectations, and day-to-day program questions.
- Assist with staff onboarding, orientation coordination, training logistics, and ongoing communication related to program expectations.
- Help managers monitor staffing coverage, participant-to-staff ratios, schedule changes, and operational needs.
- Support communication between frontline staff, managers, families, and external partners to ensure continuity of care and service delivery.
- Participate in staff meetings, interdisciplinary meetings, participant reviews, and program-planning discussions as assigned.
- Assist with development and implementation of program tools, workflows, checklists, communication systems, and quality-improvement initiatives.

Community Engagement and Program Development

- Help identify and coordinate inclusive community activities, partnerships, volunteer opportunities, employment connections, and participant-centered experiences.
- Support the planning and execution of special events, participant activities, family engagement efforts, and community partnerships.
- Assist in gathering participant and family feedback and identifying opportunities to improve service quality, communication, and participant outcomes.
- Contribute ideas and practical solutions that strengthen program growth, participant experience, and team effectiveness.
- Represent TNS professionally in community settings and foster positive relationships with participants, families, vendors, employers, and partner organizations.

Qualifications:

Required

- Bachelor's degree in human services, psychology, education, social work, rehabilitation, public health, business administration, or a related field; relevant experience may be considered in place of a degree.
- At least two years of experience supporting individuals with intellectual and developmental disabilities, autism, behavioral health needs, or related populations.
- Strong organizational, communication, problem-solving, and follow-through skills.
- Ability to manage multiple priorities, maintain accurate records, and respond effectively in a fast-paced service environment.
- Comfort working both independently and collaboratively across office, program, home, and community settings.
- Valid driver's license, reliable transportation, and ability to travel locally as needed.
- Ability to pass all required background checks, clearances, and onboarding requirements.

Preferred

- Experience in Pennsylvania IDD waiver services, Community Participation Support, Supported Employment, In-Home and Community-Based Services, or related programs.
- Experience with electronic documentation systems, service authorizations, EVV, incident management, or quality assurance.

- Experience coordinating schedules, staff coverage, participant programming, or family communication.
- Familiarity with person-centered planning, positive behavior support, and trauma-informed practices.

Physical and Scheduling Requirements

- Primarily weekday daytime schedule, with flexibility for occasional evening or weekend programming, participant needs, or events.
- Ability to travel locally to program sites, participant homes, community activities, and meetings as needed.
- Ability to sit, stand, walk, bend, and remain active in office, program, and community settings.
- Ability to respond appropriately to participant, staff, and family needs in real time.

Core Competencies

- Person-Centered Service Delivery
- Program Coordination
- Documentation and Compliance
- Participant and Family Engagement
- Staff Communication
- Organization and Follow-Through
- Problem Solving
- Community Inclusion
- Quality Improvement
- Professionalism and Confidentiality