

**State of Vermont  
Division of Disability and Aging Services  
TBI Program**

**PRE SERVICE TRAINING COMPONENTS**

**Purpose:** Traumatic Brain Injury Program pre-service training must be completed prior to working with individuals and should include the following components:

1. Normal Brain Function
2. Effects of damage to the brain due to TBI, i.e., physical problems, cognitive impairments, behavior disorders
3. Speech Therapy
  - a. Communication / cognition strategies / insight / judgment /problem solving
  - b. Linguistic functioning
  - c. Cognitive / memory retraining techniques
  - d. Executive functioning
4. Occupational Therapy
  - a. Pre-vocational activities
  - b. Budget / Money management
  - c. Independent living skills, i.e., money management, cooking, personal hygiene / safety in the home
  - d. Cuing techniques
  - e. Leisure skills
  - f. Implementation of a daily schedule
  - g. Community activities
  - h. Medication use / dispensing
5. Behavioral management
  - a. Sexual issues
  - b. Physically / verbally aggressive
  - c. Counseling
  - d. Client / family interactions
  - e. Emotional problems
  - f. Motivation / resistance / denial
  - g. Eating behavior
6. Physical Therapy
  - a. Physical development / mobility / safety and ambulation
  - b. Physical fitness / endurance / stamina
  - c. Equipment needs / Assistive Technology
7. Philosophy and goals of the Care Conference Team to assist TBI consumers to

achieve their maximum independence in the home and community through a rehabilitation program.

8. Administrative Component
  - a. Role clarification
  - b. Record keeping / documentation
  - c. Billable services / claims processing

### **Training Resources**

The following resources are available for TBI pre-service training:

- PRIDE, Inc. – conducts TBI pre-service training on a quarterly basis. Contact the PRIDE, Inc. office at 802-479-5801 to find out the next training date.
- Michigan Brain Injury Association training – found online at the following website: <http://www.mitbitraining.org/>. Only modules 1 to 3.
- Division of Disability and Aging Services (DDAS) – has training materials available for loan and on our website. Contact the TBI Program at 802-241-1228. Available [www.ddas.vermont.gov](http://www.ddas.vermont.gov).
- Certification for Brain Injury Specialist – information is available at the following website: [www.AACBIS.net](http://www.AACBIS.net).
- Annual Traumatic Brain Injury Conference and additional resources through the Brain Injury Association of Vermont. Information available at [www.biavt.org](http://www.biavt.org) or by calling 1-877-856-1772.
- It is recommended to provider agencies to develop their own TBI trainings and resource library.
- Webinars

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TBI Program**

**CASE MANAGER JOB DESCRIPTION**

**DEFINITION:**

Secures, develops coordinates, evaluates and manages services for consumers. Supervises Life Skills Aide (LSA) in the community setting.

**EXAMPLES OF WORK PERFORMED:**

Develops and implements a variety of rehabilitation services for each consumer's TBI Program. Supervises and coordinates life skills aides in activities which promote and enhance independent living skills. Coordinates and assists with the development of ongoing program needs. Acts as a coordinator with the individual, family, schools, and other agencies. Schedules necessary care conferences and other appointments. Completes necessary written forms and documentation, and submits as required. Budget management to support rehabilitation in the community setting.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Considerable knowledge of traumatic brain injury models and service delivery programs.
- Working knowledge of casework principles and practices
- Working knowledge of resources available for TBI consumers
- Working knowledge of community resources and facilities
- Ability to communicate effectively, both orally and in writing
- Ability to establish and maintain effective working relationships
- Considerable knowledge of Medicaid services and other insurance programs
- Considerable knowledge of TBI Program requirements
- Considerable knowledge of relevant provider agency programs and statewide service delivery systems
- Ability to manage within budgetary limits
- Ability to act as an advocate or represent the needs of the individual with traumatic brain injury

**ENVIRONMENTAL FACTORS:**

Duties are performed primarily in a community setting. Travel will be necessary. A private means of transportation, a valid driver's license, and insurance are required. This position requires considerable human relation's skills and the ability to deal with people in very stressful situations. The nature of this position may require performance of duties outside of the normal workday and may include evenings and weekends.

**MINIMUM QUALIFICATIONS FOR APPLICATION:**

1. Case managers shall have a BS, BA or R.N.
2. Two-three years experience in community services
3. Knowledge, skills and abilities in working with traumatic brain injury

Revision Date: 05/01/11

4. Completion of the TBI pre-service training.

On a case-by-case basis, the TBI Program Supervisor may approve staff to provide services when they have an equivalent combination of education, experience, and skill specific to working with individuals with TBI. The Provider Agency shall maintain documentation of the State's approval of such a variance.

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**LIFE SKILLS AIDE JOB DESCRIPTION**

**DEFINITION:**

Carries out specific rehabilitation programs identified in the TBI Service Plan under the supervision of the Provider Agency case manager. Requires working with consumers, one-to-one, focusing on independent living skills and re-integration into the community. Decision-making is normally limited to situations involving the consumer's specific program and/or established standards or policy.

**EXAMPLES OF WORK PERFORMANCE:**

Provides support and guidance as indicated in the TBI Service Plan, for the individual in the TBI Program in such areas as memory, speech, writing, household/independent living, community activities, physical activities, personal care and daily management, cognitive re-training, behavioral management, and safety. This position requires considerable human relation's skills and the ability to deal with people in very stressful situations. Works as part of a team and cooperative with others. Provides and/or coordinates transportation to necessary appointments and community activities as identified by the TBI Service Plan.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to exercise sound judgment in a variety of situations
- Ability to comprehend and follow written and oral instructions
- Ability to prepare written reports in a prescribed format
- Ability to communicate effectively, both orally and in writing
- Ability to establish and maintain effective working relationships
- Working knowledge of traumatic brain injuries and disabilities
- Working knowledge of program policies and requirements
- Awareness of techniques for working with survivors of traumatic brain injuries
- Ability to participate effectively with members of the care conference team

**ENVIRONMENTAL FACTORS:**

Duties are performed in both community and home. Private means of transportation, a valid driver's license and insurance are required.

**MINIMUM QUALIFICATIONS FOR APPLICATION:**

Education: High school graduate or possession of an equivalence certificate.

Experience: Two years in human services, education, or job service work involving direct client contact.

**OR**

Experience as a full-time homemaker including household management and care of family may be substituted for up to one year of the non-trainee work experience.

Revision Date: 05/01/11

College training may be substituted for the work experience on a semester for six months basis.

**AND**

Completion of the TBI pre-service training

**State of Vermont  
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TBI Program**

**CAREGIVER FUNCTIONS AND STANDARDS**

**DEFINITION:**

Service of a paraprofessional nature conducted in the caregiver's home, and/or the consumer's home and/or in the community. This service requires a basic understanding of traumatic brain injuries and disabilities in general.

**EXAMPLES OF WORK PERFORMED:**

Service at this level includes 24-hour supervision and one to one involvement with the consumer. The purpose is to address rehabilitation needs as indicated by the case manager in the TBI Service Plan. This includes all areas of independent living skills, community activities, personal care and physical activities. Services include coordination through the Provider Agency case manager and effective interaction with family, professionals, and other paraprofessionals. Assistance with coordination and transportation to all appointments as indicated in the TBI Service Plan as appropriate. Must be capable of working with individuals with cognitive deficits and behavioral management problems.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

- Awareness of TBI rehabilitation principles and practices
- Ability to exercise sound judgment in a variety of situations both in the home and community
- Ability to comprehend and follow written and oral instructions or schedules
- Ability to prepare written reports in a prescribed format
- Ability to communicate effectively, both orally and in writing
- Ability to establish and maintain effective working relationships
- Working knowledge of TBI Program and requirements
- Awareness of individual and group attitudes and reactions to situations
- Ability to follow individualized schedules
- Ability to deal with anger, frustration and stressful situations
- Ability to use analytical and assessment skills for assisting in future individualized TBI program planning
- Ability to adapt to changes, i.e., flexibility
- Ability to participate effectively with members of the care conference team

**ENVIRONMENTAL FACTORS:**

Services are performed either in the consumer's home or community. Services are provided alone or with other family members, friends, etc. A caregiver will be confronted with a variety of situations at which strong emotions and/or opinions may be present. A private means of transportation, a valid driver's license, and insurance are required. A working telephone must be available.

**MINIMUM QUALIFICATIONS:**

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Experience: Two years in human services, education, or job service work involving direct client contact.

**OR**

Experience as a full-time homemaker, including household management and care of family may be substituted for up to one year of work experience.

College training may be substituted for the work experience on a semester for six months basis.

**AND**

1-2 years prior experience working with individuals with disabilities in the community.

Completion of the TBI pre-service training

VERMONT STATE TBI PROVIDER AGENCIES SHALL DEVELOP CONTRACTS WITH CAREGIVERS AS APPROPRIATE.

**State of Vermont  
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**RESPIRE CAREGIVER FUNCTIONS AND STANDARDS**

**DEFINITION:**

Service of a paraprofessional nature conducted in the respite caregiver's home, and/or the consumer's home and/or in the community. This service requires a basic understanding of traumatic brain injuries and disabilities in general.

**EXAMPLES OF WORK PERFORMED:**

Service at this level includes 24-hour supervision and one-to-one involvement with the consumer to address rehabilitation needs as indicated by the case manager in the TBI Service Plan. Service may include effective interaction with families, professionals and other paraprofessionals. The respite caregiver must have some capabilities in working with individuals with cognitive deficits and behavioral management problems. Must prepare required reports and participate in care conference meetings when appropriate.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Awareness of TBI rehabilitation principles and practices
- Ability to adapt to change and exercise sound judgment in a variety of situations, both in the home and community
- Ability to prepare, comprehend and follow written and oral instructions or schedules
- Ability to communicate effectively, both orally and in writing
- Working knowledge of TBI Program and requirements
- Ability to follow individualized schedules
- Ability to deal with anger, frustration and stressful situations
- Ability to participate effectively with members of a Care Conference Team

**ENVIRONMENTAL:**

Respite services are performed in the respite caregiver's home and can be provided alone or with other family members, friends, etc. Respite caregivers may be faced with a variety of potentially stressful and emotionally charged situations. A calm demeanor, good insight, and sound judgment are required in order to provide adequate care. A private means of transportation, a valid driver's license and insurance are required. A working telephone must be available.

**MINIMUM QUALIFICATIONS:**

Experience: Two years in human services, education, or job service work involving direct client contact.

**OR**

Experience as a full-time homemaker, including household management and care of family may be substituted for up to one year of work experience.

Revision Date: 05/01/11

College training may be substituted for the work experience on a semester for six-month basis.

**AND**

1-2 years prior experience working with individuals with disabilities in the community.

Completion of TBI pre-service training.

VERMONT STATE TBI PROVIDER AGENCIES SHALL DEVELOP CONTRACTS WITH CAREGIVERS AS APPROPRIATE