

## **Job Description**

### **Reports to:**

Residential Coordinators

**FLSA Status:** Regular, full-time position; non-exempt from overtime - Hourly

### **Summary:**

The House Manager provides a wide range of operational oversight to the day-to-day services provided to individuals in multiple assigned group homes. Individuals include people with cognitive impairments, chronic illnesses and other disabilities needing assistance with daily living activities. House Managers provide assistance and support services to Individuals both in the community and in their homes. House Managers work as home health and companion care providers assisting individuals in group homes/residential settings by teaching self-care skills, cooking meals and doing laundry. The House Manager serves as a role model and mentor to assigned staff, demonstrating ongoing efforts to develop employee skills and competencies. Activities include providing direct services, managing medications, management of staff, and always assuring high-quality programming and environment.

### **Essential Duties and Responsibilities:**

- Provide individual care, supervision and assistance to individuals as needed. Ensure the individuals receive proper hygiene.
- Aid in transferring, assisting with transfers and lifting individuals who require physical assistance as necessary by utilizing assisted devices and/or by the assistance of teamwork with other staff. Must be able to reach and bend to assist individuals with physical activities.
- Ensure accurate and current documentation of services and communications pertaining to the resident is documented in Therap.
- Review/medications weekly, document in Therap (t-log) and notify the nurse as needed.
- Ensure required documentation is within Therap, i.e., clinician report, medical documentation, MAR's, T-Logs, GER's, Lab results, ISP's, MAIR's, vital signs, annual physicals -APE and OTC forms, PSR financial transactions, and electronic notes. Ensure all items are scanned and attached as needed in Therap.

## DELAWARE HOUSE MANAGER

- Ensure individuals are being offered community inclusion and data is documented in the Home and Community ISP in Therap per shift.
- Check individual's attendance for accuracy in Therap by the end of each month.
- Ensure care plans are followed as prescribed by the health care professional.
- Maintain adequate communication with the physician/nurse/Residential Coordinator/staff to keep them informed of observations and progress of the individual.
- Monitor each individual's health and report any indication of illness/accidents to RN, Physician and Residential Coordinator.
- Maintain communication with the consultative RN and complete and respond to the Monthly Nursing Clinician Report by required due date.
- Monitor and document individual's financial accounts by ensuring daily counts are completed and recorded on the PSR's and within Therap. Ensure compliance with individuals funds policy.
- Ensure MAIR, MAR-Med's list, PAIR-Psychiatric, DAIR-Dental, CAIR-Counselor, documentation is taken to appointments.
- Ensure blood work and labs are completed within five days and entered in Therap unless otherwise stated.
- Follow up on all medical appointments, including follow-up appointment(s) scheduled after Emergency Department visits. Ensure individual's scheduled appointments are attended on time.
- Monitor and ensure that all three-way check is are completed with all medications.
- Ensure med counts are completed each shift and documented on Daily, Weekly Medication & Health Review Forms.
- Review the Medication Administration Records (MAR) weekly.
- Ensure medications are in the house within the LLAM required number of days (3) and all scripts/labels are current.
- Keep in contact with the hospital regarding the individual, document in a T-log and follow-up with the nurse, Residential Coordinator, service coordinator and physician, if in hospital.
- Follow up with the primary care physician after individual is released from hospital.
- Participate, attend, and be a part of development of the Life Span Plan (STAR)
- Maintain contact with the individual's team and family/guardian.
- Maintain confidentiality/HIPAA Compliance.

## DELAWARE HOUSE MANAGER

- Report individual's significant incidents in Harmony/Well-Sky within 24 hours by partnering with Residential Coordinator.
- Ensure First Aid Kits are sufficiently stocked and available in the house and van/vehicle
- Provide proper and timely staff training and orientation to ALL staff that work at the site. This is to include training in caring for the client in all aspects such as physician appointments, entering information into electronic systems, etc.
- Ensure staff are aware of and follow emergency procedures/universal precautions.
- Ensure staff is trained on how to respond to incoming calls/visitors.
- Monitor staff trainings, to include Relias utilizing the requirement tracker module. Ensure that all trainings for staff are completed within the timelines specified.
- Delegate and monitor staff duties & responsibilities as assigned. Identify developmental needs of staff and provide coaching, mentoring to improve their knowledge or skills as required to ensure that they are trained in all aspects of individual's care. Mentor staff as needed, encourage positive team approach/role model.
- Identify the developmental needs of staff and provide coaching, mentoring to improve their knowledge or skills as required with assistance of the Residential Coordinators.
- Ensure effective, timely and accurate communications flow with regards to policies and procedures to staff.
- Facilitate House Meetings to share information with staff.
- Ensure staff knows where the emergency numbers/contacts are located.
- Provide emergency coverage as needed.
- Ensures that relief coverage has arrived prior to leaving their shift.
- Ensure ALL audits are responded to within the specified timeline.
- Ensure all receipts are turned in by the following business day.
- Complete monthly environmental reviews and maintenance requests within specified timelines and submit to supervisor.
- Attend House Manager Meetings as directed.
- Ensure Financial Audits are completed within the specified timeline.
- Review documentation/Individual Support Plans (ISP) with staff, implement and monitor current plans so individuals can achieve goals.
- Communicate with day programs to ensure the individuals needs are met.

## DELAWARE HOUSE MANAGER

- Check the ISP data weekly and complete clinician reports by the 5<sup>th</sup> of the following month.
- Ensure all documentation is turned in on time to the Residential Coordinator and/or team.
- Assist Residential Coordinators with all Service Integrity Reviews/Program Evaluations as needed.
- File all paperwork, as necessary and in a timely manner.
- Ensure groceries are in the home and labeled properly, this including refrigerated items, following the menus.
- Monitor emergency food, three (3) day supply, including water.
- Ensure quarterly fire drills are completed and documented
- Ensure house is clean and always organized.
- Observe preparation of meals for accuracy, quality, and correct consistency.
- Maintain Fleet Vehicles and monitor cleanliness.
- Other duties as assigned by supervisor.

### **Work Hours:**

Monday-Friday 8a-4p -Based on the needs of the agency. Depending on site needs, may be required to work evenings, overnights, and/or weekends.

### **Qualifications / Skills:**

- Attention to detail, especially when adhering to specific protocols and rules while carefully following instructions to care for the individuals and meet their needs.
- Integrity to ensure individuals feel safe and comfortable when tending to personal activities such as helping them bathe.
- Trustworthiness and dependability so clients and their families feel comfortable relying on them.
- Interpersonal skills when working with individuals, including compassion and sensitivity to their emotional needs.
- Positive attitude.

**Education, Experience, Licensing, and Other Position Requirements:**

High school diploma or GED

CNA certification/experience preferred.

Supervisory experience 3+ years in Human Services Field with individuals with intellectual or developmental disabilities and/or 5+ years supervisory experience.

Training on basic nutrition, infection control, reading and recording vital signs and personal hygiene is a plus, but can be completed with on-the-job or via specialized programs. In addition, individuals may have individualized preferences that require time to become comfortable with the Direct Support Professionals before working with them.

Completes and maintains all required State mandated trainings such as (LLAM) Limited LAY Administration Medication, CPR/First Aid. MANDT Training within 60 days of employment. State Division Developmental Disability (DDDS) CORE trainings through Relias electronic data base within assigned timelines.

Completes annual trainings related to clients IP, BP, LSP, BSP, and related plans.

Proficient computer skills (preferred).

Outstanding organizational and people skills.

At least 18 years of age with 2 years driving experience.

PPD Testing is a four step -process (Previous PPD test is acceptable if within the last 30 days - must provide documentation).

DE Service Letters/Pre-Employment Reference Checks from prior employers.

Pass State/Federal background check.

Negative results on pre-employment and random drug tests.

Must maintain valid driver's license with no more than four points.

Must maintain State and Agency required/mandated training.

Employee must be able to receive, understand, and communicate verbal and written instruction and communicate in the English language.

**COMPETENCIES:** To perform the job successfully, an individual should demonstrate the following competencies:

**Teamwork** - Exhibit's objectivity and openness to other's views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

**Computer Skills** – Strong knowledge of computer operating systems.

**Customer Service** – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff needs; Solicits feedback to improve service; Responds to requests for service and assistance.

**Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Interpersonal Skills** - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

**Oral and Written Communication** - Listens and gets clarification; Responds well to questions; Participates in meetings; Communicates clearly and cogently with clients and staff; Reads and comprehends written and verbal instructions; Writes clearly and informatively.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

**Attendance/Punctuality** - Is consistently at work and on time; Arrives at meetings and appointments on time.

**Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

**WORKING CONDITIONS AND PHYSICAL DEMANDS REQUIRED TO SUCCESSFULLY PERFORM THE ESSENTIAL JOB DUTIES:**

The environmental factors described here are representative of those that may be present in the workplace while the employee performs the essential functions of this job. While performing the duties of this job, the employee is required to:

- Stand; walk; use hands to finger, handle, grasp or feel -**frequently**
- Reach with hands and arms; push and pull up to 50 pounds -**frequently**
- Talk, hear and smell -**frequently**
- Stoop, kneel, or crouch -**frequently**
- Sitting and/or standing. **frequently**
- Lift and/or move up to 50 pounds. -**frequently**
- Utilize close vision, distance vision, color vision and ability to adjust focus. - **frequently**
- Employee will be exposed to odors, dust, fumes, and noise. -**frequently**
- Employee will be exposed to outside environmental conditions. -**frequently**
- Climb stairs. -**frequently or occasionally dependent on specific residential house**
- Travel. -**as required**

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date