

Job Description

Reports to:

MD or DE Director

FLSA Status: Regular, full-time position; exempt from overtime -salaried

Summary:

The Residential Coordinator provides a wide range of day-to-day operational oversight to the 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. The Residential Coordinator 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 and training of staff, timecard management, payroll, and assuring a high-quality programming and environment. May have to fill in as DSP coverage for open shifts if coverage can not be located.

Essential Duties and Responsibilities:

- Monitor staff schedules daily.
- Enter schedules into ADP and update daily when changes are made.
- Update punches daily and process payroll in a timely manner in accordance with policy.
- Notify team members and supervisors prior to all meetings; to include updates/summary and cancellation and rescheduling of meetings, as necessary.
- Complete and/or monitor grocery shopping. Turn in grocery receipts, mileage sheets and individual goals and outcomes weekly, attendance monthly, and fire drill quarterly.
- Ensure all document updates are completed and submitted by assigned discipline and demographics.
- Ensure that all annual assessments and/or documents updates are completed.
- Attend all meetings, as directed by supervisor.
- Serve as the individuals advocate for meetings, i.e., medical, community, etc.
- Implement goals and outcomes for annual plans.
- Ensure that all services and support tasks are assigned.

- Review all documents immediately after the plan is approved and implemented. Distribute the documents as appropriate.
- Ensure all referrals for support services, therapies, assistive tech/adaptive equipment, transportation, camp programs, special events, licensure activities, etc. are completed.
- Monitor/follow up on all activities and recommendations in the annual plan.
- Actively monitor program and service delivery on an ongoing basis to ensure the programs and services are provided in accordance with the services/support/action plan, and that the health, safety, and wellbeing of each resident is preserved and protected.
- Conduct quarterly reviews on individuals plans.
- Conduct monthly/quarterly case review meeting; to include recording and dissemination of meeting minutes.
- Make visits to the residential sites and document the visit. Refer to the site visit checklist.
- Enter individual's notes, in the record which document an ongoing awareness of the status of the individual's life, specific services, health and safety issues, progress, etc.
- Oversee that all issues/matters concerning the individual's health, safety, wellbeing, services, and/or programs are followed to closure.
- Coordinate and facilitate the modification of the programs for each individual; as necessary and appropriate.
- Maintain accurate medical appointments for individuals.
- Ensure the completion of comprehensive monthly/quarterly review of each resident's services and progress. Write a monthly/quarterly progress report. Make recommendations and follow-up as necessary and appropriate.
- Maintain effective communication with ancillary service contactors to ensure that the needs of the residents receiving the services are being met, PT, OT, speech, etc.
- Respond promptly and comprehensively to all state agency investigations, surveys, etc.
- Ensure each resident binders are maintained in optimum condition; all information is current, entered/filed in the correct sections, signed, etc.
- Ensure that all record stripping and archiving are completed in accordance with agency and state agency guidelines.
- Ensure that all confidentiality and security of each resident's binders are maintained.
- Monitor all individuals' finances.
- Assist residents with account transactions.
- Ensure prompt payment of all medical and/or other ancillary service bills.
- Collect/copy pay stubs (as received) and back account statements as requested.
- Ensure compliance with Individuals funds policy.

- Process paperwork for all team-approved purchases.
- Monitor financial resources to maintain individuals' eligibility for financial benefits.
- Facilitate the establishment and maintenance of a positive relationship among each resident, their family, and DDA/DDDS.
- Maintain accurate and current incident reporting in accordance with DDDS/DDA policies and procedures.
- Other duties as assigned by supervisor.

Work Hours:

Monday-Friday 8a-5p -Based on the needs of the agency. On call rotation.

Qualifications / Skills:

- Attention to detail, especially when adhering to specific protocols and rules while carefully following instructions to care for the needs of the individuals.
- 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:

Associates or bachelor's degree in psychology, social work, social science, sociology, human services, or counseling; OR at least 5 years' experience demonstrating increasing levels of responsibility and/or authority managing and supervising others.

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 in a related field.

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.

DE Required:

DCS MD & DE RESIDENTIAL COORDINATOR

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

MD and DE Required:

Completes annual binder reviews related to clients Person Centered Plan (PCP), Behavior Plan (BP), Life Span Plan (LSP), Behavior Support Plan (BSP), and other related plans.

6+ months social service and/or life experience with individuals with intellectual or developmental disabilities (preferred).

Proficient computer skills (preferred).

Outstanding organizational and people skills.

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

PPD Testing (Previous PPD test is acceptable if within the last 30 days -must provide documentation). (1) Two step for MD employees and (2) Two step for DE employees.

DE Service Letters/MD&DE 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.

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 – To perform this job successfully, an individual should have 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 what residential house**
- Travel. -**as required**

Employee Name

Employee

Date