

## Job Description

**Job Title:** Residential Program Coordinator

**Department:** Residential Program

**Reports To:** Program Director and Administrator

**FLSA Status:** Exempt

**Prepared By:** Jeff Spangler

**Prepared Date:** 11/1/2013

**Approved By:** Dona Spangler

**Approved Date:** 11/1/2013

**Summary** Supervises care for disabled persons in patient's home by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Attend all DHS/DDSD Mandated Training per policy.
- Serve as a role model for consumers and House Managers/HTS Staff. Words, action, attire, body language and attitude reflect socially acceptable norms, which consumers can emulate to integrate more fully into community settings.
- Counsel consumers in a variety of social, personal, economic and behavioral areas. Interactions center on mutual understanding, acceptance, valuing and support.
- Directly supervise/train House Managers/HTS staff. PC is responsible for implementing outcomes and action steps determined in the IP, and ensuring proper documentation of outcomes and action steps occurs.
- Performing 3 unannounced site visits per consumer per month. Ensuring that CAI staff implement all outcome and action steps outlined in the IP and/or PIP. And ensuring that any and all documentation required to support the consumer's services are completed.
- Perform House Managers/HTS evaluations as needed, to evaluate effectiveness of HTS staff. Recommendation for termination or hiring will be forwarded for approval to Program Director or Administrator.
- Participate in the Interdisciplinary Team Process and provide other team members pertinent information and data. Compiling consumer monthly/quarterly reports are part of this process, those reports are due to the Program Director or Administrator by the 10<sup>th</sup> Jan, April, July and Oct.
- Abides by all policies and procedures established by CAI, and will maintain a level of professionalism reflective of CAI's values and mission at all times in the performance of his/her duties.
- Advocates for the needs and desires of consumers served; while teaching and encouraging self-advocacy and positive assertiveness.
- Responsible for following house schedules and ensuring that all hours are worked accordingly. Deviations from house schedule requires approval of Program Director or Administrator.
- Ability to be on-call 24 hours a day to handle consumer emergencies.

- Serves as back up to the House Manager/HTS, including covering shifts with the consumers.
- Maintains all information/communication confidential. Without written authorization all information not of public knowledge nature will be communicated to those individuals with a specific "need to know".
- Manage all consumer finances; ensuring that expenditures do not exceed income. Documenting income and expenditures, and report same to entities with a "need to know". (DHS, Social Security, etc)
- Notifies any 2 of the following of a consumer emergency. Program Director, CAI Administrator and CAI President.
- Attend Mandatory PC meetings.
- Transports consumers to various destinations, recreational, vocational and medical appointments to name a few. This transportation can occur in company owned vehicle or employees personal car. See Mileage Reimbursement Policy.

**THIS LIST IS NOT ALL INCLUSIVE, OTHER DUTIES AS NEEDED MAY BE ASSIGNED!**

### **Supervisory Responsibilities**

Directly supervises 10 - 20 employees in the Residential Program. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **Competencies**

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

- Analytical - Collects and researches data.
- Design - Demonstrates attention to detail.
- Problem Solving - Identifies and resolves problems in a timely manner; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Communicates changes and progress.
- Technical Skills - Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Visionary Leadership - Provides vision and inspiration to peers and subordinates.
- Change Management - Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change.
- Delegation - Matches the responsibility to the person; Sets expectations and monitors delegated activities.
- Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Fosters quality focus in others; continually works to improve supervisory skills.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; promotes a harassment-free environment; Builds a diverse workforce.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Supports affirmative action and respects diversity.
- Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks.

- 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.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions ; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to long hours of work when necessary to reach goals..
- Initiative - Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **Education and/or Experience**

High school diploma or general education degree (GED) and three years related experience; or 4 Year Degree from an accredited College or University.

## **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

## **Mathematical Skills**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and

geometry.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Contact Management systems; Database software; Internet software; Spreadsheet software and Word Processing software.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to walk; sit and use hands to finger, handle, or feel. The employee is occasionally required to stand; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals; outside weather conditions and risk of electrical shock. The noise level in the work environment is usually quiet.

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Employee Printed Name

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Employee Signature

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Date