

JOB DESCRIPTION
FOR
COMMUNITY LIVING COORDINATOR

REPORTS TO: Community Living Director

SUPERVISES: Direct Support Professional

GENERAL REQUIREMENTS:

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.

- A high school diploma or GED is required.
- A Bachelor's Degree is preferred.
- Supervisory experience preferred.
- Two years of MRDD or similar field experience required.
- Requires a high degree of skill in written and verbal communications with professional staff and with primary and secondary consumers.
- Ability to work as a team effectively.
- Required to participate in on-call rotation.
- Full time schedule is required to flexibly work days, evenings, weekends and occasionally nights. The majority of this time is actively supporting and managing staff and client and agency interests through contact. Will be required to physically cover vacancies when not staffed.
- A working knowledge of principles and techniques of behavior modification and behavior management.
- Ability to read and interpret documents.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before employees and parents/guardians.
- Ability to add, subtract, multiply, and divided all units of measure.
- Ability to solve practical problems and deal with several variables in situations where only limited standardization exists (ability to handle and make rational decision with crisis situations that may occur within the residential program).
- Valid Kansas driver's license and acceptable driving record.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

LEADERSHIP:

- Primary duty is the manager accountable for all aspects and supervision of the assigned departmental subdivision
- Responsible for providing significant and meaningful feedback on matters of employment regarding applicants and employees (interviewing / hiring / termination / promotion / training)

- Will supervise at least 3 homes and at least 2 FTE's directly. Responsible for planning, training, scheduling, apportioning work among all regular and intermittent employees in subdivision.
- Responsible for providing a safe and secure job site.
- Responsible for monitoring subdivision for regulatory compliancy.
- Responsible for significant input in planning for budget and adhering to budget within subdivision.
- Responsible for maintaining all pertinent records on site.
- Responsible for determining best approach and what materials and work is needed for the subdivision.
- Ability to coach and motivate persons served and staff to achieve the best of their ability.
- Primary in decisions about day-to-day house management, including need for changes as the need arises.
- Positive role model for persons served and co-workers, i.e. appropriate behavior in specific settings, hygiene, dress, etc. Treat others with courtesy and respect.
- Management of all the day-to-day operations of residential homes in accordance with Sheltered Living, Inc., corporate policies and procedures, licensing standards, CARF standards, and other applicable legal requirements.
- Provide guidance, and recommend training for Direct Support Professionals in the performance of their day-to-day duties. Must have the ability to exercise good judgment and use discretion to make independent decisions on various departmental concerns.
- Responsible for completing performance evaluations at least annually for every staff supervised.
- Responsible for completing and delivering Personnel Action Plans when necessary.
- Make recommendations for staffing patterns to meet the needs of the persons served.
- Take responsibility to visit every location assigned at least twice a week.
- Assure that programs are being implemented as written to allow the persons served to achieve the highest level of growth and learning. (Making recommendations for training of Direct Support Professionals as the needs emerge.)
- Assist Training Coordinator in targeting need for developing training that will enhance staff ability to meet persons served individual needs.
- Responsible for monitoring budgets for each home supervised.
- Responsible for handling persons served cash bags and following Sheltered Living, Inc. policy and procedures regarding persons served money handling.

CUSTOMER SERVICES:

- Understand and demonstrate the organization's mission, philosophy and code of ethics. Ability to support each person's needs, choices and participation in the community.
- Encourage and support participation of persons served in community events and small groups not associated with Sheltered Living, Inc.
- Interact with persons served professionally and respectfully at all times and respond to their needs in a dignified and timely manner.
- Respond in timely manner to persons served, their parents/guardians, and others.
- Primary contact for persons concerning persons served issues.
- Work closely with case coordinator regarding client issues, needs and concerns.

COMMUNICATION:

- Report necessary information to supervisor in a timely manner. Use all forms of communication such as written logs, e-mail, incident reports and personal contact.
- Understand instruction from supervisor and carry out instruction with minimal supervision. Contact supervisor when clarification is needed.
- Communicate with direct care staff and supervisors as needed to assure persons served needs and wants are addressed.
- Communicate in writing monthly to the parents/guardians.
- Effectively communicate new ideas and advocate for areas of growth and program training for persons served to other team members.
- Review person centered support plans of each person and provide training to staff.
- Develop activities calendar for each person served and ensure the person has the opportunity to complete the activity. Communicate the activities with the persons entire team.
- Hold monthly staff meetings and maintain minutes.
- Hold monthly persons served meetings and maintain minutes.
- Assure time point scheduling and communication at least two weeks in advance. Follow up on deviations for time point, may be directly responsible for coverage with deviancies.
- Assure all maintenance request are completed and communication of any maintenance issues are completed immediately.

TEAMWORK AND COOPERATION:

- Work as a team to help persons served achieve preferred lifestyle.
- Work in a professional manner and when conflict occurs, resolve disputes professionally. If this cannot occur, then supervisor will be notified.
- Responsible for working as a team for Sheltered Living, Inc., not just in one location or department, in order to provide a high quality of service and care.
- Function as a member of the team as assigned. Provide necessary related information to the team, attend My Goals reviews and annual meetings as requested.
- Perform other functions as assigned by supervisor.

POLICY AND PROCEDURE:

- Complete and follow medication training, monitor medications and report all errors in a timely manner.
- Complete weekly review of medication checks by comparing the medication, the medication administration record, and the medication log.
- Assure persons served get appointments scheduled and completed as directed by their physician and Sheltered Living, Inc. policies.
- Report all incidents, accidents and illnesses in a timely manner to the supervisor and/or Human Resources per policy.
- Follow stated policy and procedure for on-call usage.
- Understand and provide services in accordance with Sheltered Living, Inc. corporate policy and procedure and within standards for licensing and accreditation.

PUBLIC RELATIONS:

- Assure that staff, as well as person served, are appropriately groomed; follow dress code.
- Represent the organization in a professional manner when in public and dealing with parents, guardians, persons served, staff and other organizations.
- Follow Sheltered Living, Inc. code of ethics.
- Show timely responsiveness to persons served and parents/guardians.
- Primary contact for parents/guardians and Direct Support Professionals.

ATTENDANCE:

- Follow expected schedule and attend all required trainings and meetings. Notify supervisor of tardiness and absences as soon as possible prior to their expected work time, training or meeting.
- Time off must be submitted to supervisor in a timely manner. Illness or emergency leave will be submitted when staff returns to work.
- Complete leave requests according to policy and do not abuse leave policy.
- Position is required to have on-call duties.
- Full time schedule is required to flexibly work days, evenings, weekends and occasionally nights. The majority of this time is actively supporting and managing staff and client and agency interests through contact. Will be required to physically cover vacancies when not staffed.
- This position requires monthly oversight accountability reports for all shifts.

EFFICIENCY AND ORGANIZATION:

- Complete all paperwork in a timely manner.
- Record all incidents, accidents, seizures, and illness reports and forward to supervisor and/or Human Resources per policy.
- Submit reports to the Director of Community Living as requested.
- Performs other functions as assigned by the Director of Community Living.
- Assure that staff complete responsibilities as assigned by persons served and My Goals teams and Sheltered Living, Inc. accountabilities.
- Complete staff training, scheduling and all matters of supervision such as evaluations and disciplinary measures in a timely and organized manner. All time points are scheduled completely at least 2 weeks in advance and schedule submitted to the Director of Community Living. Follow up occurs with deviations immediately.
- Review weekly receipts from all homes supervised to assure homes remain within budget.
- Assure weekly attendance is completed and submitted.
- Assure monthly drills are conducted, all documentation completed and submitted.
- Complete weekly location observation checklists for each home.

ADAPTABILITY AND FLEXIBILITY:

- Handle stressful situations and changes with an even temperament and flexibility.
- Be flexible to learn a variety of job skills.
- Be able to multi-task many duties on a daily basis.

JOB SKILLS AND JUDGMENT:

- Intervene appropriately in case of behavior problems. Utilize training and follow behavior management plans, if applicable.
- Is able to provide sound judgment and make clear recommendations for solutions to problems.
- Demonstrate the ability to assure persons served safety, drills, safe food preparation and storage.
- Render first aid in the event of an injury and complete required documentation.
- Attend all team meetings related to individual Persons Center Support Plan, BASIS, and behavioral and emotional needs of persons served. Make recommendations for and implement services based on knowledge of persons served and their individual needs a result of team meetings and personal goals—utilize data.
- Visit assigned locations on a regular basis (at least 2 x's each week) at least 16 hours per week.
- Provide input and oversee that staff are training clients according to objectives.
- Participate and assure learning objectives programs are written for persons served.
- Assure documentation is completed by staff every shift in persons served progress notes and communication notebook.

TRAININGS:

- Complete required orientation and training in a timely basis.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to stand, walk, talk, and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to sit, use hands to finger, handle, or feel objects, tools, or controls. The employee must regularly lift and/or move up to 15 pounds, frequently lift and/or move up to 25

pounds and occasionally lift and/or move up to 15 pounds. May be required to regularly lift up to 75 pounds in some homes to transfer person's to/from chair to toilet, bed, bath, etc. Successfully demonstrate ability to drive car/vans.

WORK ENVIRONMENT:

The noise level in the work environment is usually moderate.

FULL TIME / EXEMPT SALARIED POSITION

Three home supervision annual salary range: 28,600 – 36,500

DOLECODE - E / EEO-1 Code: Mid Level Manager

Employee review and date: _____