



Job Description

Enhancing the Power of People to Achieve Personal Growth
We believe in a community where everyone has the opportunity to imagine, create, and live their chosen journey.

Position Title: Residential Services Manager
Reports To: Program Administrator
Probationary Period: Six Months
Position Status: Full Time
FLSA Status: Non-Exempt
Supervises: Residential Services Supervisor
HIPAA Level of Accessibility: Level Three

Job Summary:

The Residential Services Manager oversees the provision of person centered residential services. The Residential Services Manager is responsible for ensuring that the needs of the people in the programs are being addressed holistically and developing teams that are providing exceptional services.

Essential Duties and Responsibilities:

We are people-centered.

1. Use a variety of methods to assess the needs, abilities, interests and resources of the people receiving services
2. Oversee the develop of individualized plans and programs to be implemented within the daily routines and activities in the community home, supported living, and community setting
3. Create direct care staffing schedules that meet the needs of the people in the program and are in alignment with person specific Individual Cost Plans
4. Develop individual direct care staff and teams who foster, enhance, and strive to assist the people to build more natural supports and relationships
5. Ensure the person and/or family members participate in planning and writing the Personal Support Plan (PSP) assessments and plan annually, developing clear, measurable objectives, and reporting on goal acquisition quarterly

We are collaborative.

1. Communicate effectively with other agency representatives for problem solving and maintain documentation of phone and direct contacts with other service providers
2. Demonstrate and promote teamwork, cooperative communication, collaborative problem solving and responsible decision making with staff and coworkers
3. Work with the STEP team to create and achieve strategic goals and objectives, and seek ways to diversify services
4. Establish and maintain a trusting and professional working relationship with colleagues, professionals, community members and family members in a manner that reflects STEP's values and culture
5. Collaborate and communicate with the entire PSP team, which includes the person receiving services, to coordinate services that address individual needs

We are open.

1. Report any personnel concerns and provide training, coaching, observation, and problem solving with direct care staff to assure thorough knowledge, proficient skills, and professionalism in the provision of services

2. Monitor and document personnel management, including, but not limited to; training, time tracking, problem solving and performance conversations
3. Be honest with families, self, colleagues and Leadership in order to hold everyone accountable to STEP's vision and culture

We are fun and playful.

1. Support team members to create time in their everyday lives, including work, to acknowledge and celebrate their successes
2. Communicate and celebrate with teams the big and small contributions they make to the lives of others
3. Infuse appropriate humor and encourage others to laugh, take the disappointments lightly, and find deep satisfaction in all we do
4. Recognize, demonstrate gratitude, and applaud each person's unique gifts and contributions
5. Encourage appropriate humor and play in all functions and activities
6. Ensure participation in activities that match people's interests, abilities and maximize opportunities for community involvement
7. Routinely visit the homes of the people receiving services, so as to train, mentor and coach team members during shifts, including evening and weekends.

We are excellent.

1. Ensure all documentation is occurring thoroughly and consistently, in compliance with federal, state, and contract regulations and is maintained in an organized and easily assessable fashion
2. Oversee the fiscal needs of the people, including monitoring and managing Goods and Services funding, Individual Cost Plans, fund requests, personal funds, spending and budgeting, access to funds, and financial skill acquisition for greater independence
3. Holistically address all health or safety concerns, maintain accurate and complete records, coordinate follow up action and document, as necessary, in a timely manner
4. Work closely with the STEP team in developing and implementing methods to retain quality staff
5. Share the responsibility for on-call for direct care staff concerns, decisions and emergencies that staff do not have knowledge, ability or authority to resolve when a supervisor is not onsite
6. Attend and/or facilitate scheduled staff meetings, department meetings, agency meetings, PSP team meetings, and meetings related to the performance of job duties
7. Coordinate the hiring, orientation, and training, for support staff
8. Schedule appointments in a cost and time efficient manner, establishing a work schedule that is consistent with agency policy and reasonably meets the needs of individuals while also balancing office and travel time
9. Maintain compliance with all STEP procedures and policies
10. Perform follow up activities and work as requested by supervisor within established timelines
11. Assure that the Community Home maintains licensure
12. Attend assigned business functions, events, and meetings, potentially scheduled after regular business hours and/or on the weekend
13. Complete all other duties as assigned

Minimum Qualifications:

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

Education and/or Experience:

1. A bachelor's degree is required, or the equivalent years of experience in special education, human services, social work, psychology or a related field

2. Two years' experience working with persons with disabilities required
3. Two years' management experience preferred

Knowledge/Skills/Abilities:

1. Strong communication skills to work with a diverse team
2. Basic computer skills and be able to use all required software
3. Ability to problem-solve and assist in decision-making, including during emergencies or when a supervisor is not onsite
4. Maintain current status regarding assigned core competencies and other required certification acquisition within established schedule and timelines
5. Work productively to develop relationships with individuals, families, and natural supports
6. Proven creative abilities, strong organizational and time management skills
7. Excellent oral, written and interpersonal skills and good customer service skills
8. Have a valid Montana Driver's license, reliable transportation and a driving record that will enable the employee to be insurable under STEP vehicle insurance
9. Maintain a high level of organization for file maintenance, daily, weekly and monthly record keeping

Physical Demands and Work Environment:

1. Accommodate alteration of scheduled hours or days off
2. Function with minimal supervision and coaching within the responsibilities of the job description
3. Physical strength for repeated lifting, pushing, pulling, bending, stooping and reaching, a minimum of 50 pounds
4. Deliver services in a variety of settings, which may include climbing stairs, walking, stooping, bending, carrying, lifting
5. Travel in adverse weather conditions

HIPAA Level of Accessibility:

STEP, Inc. assures that health information is secure and protected in compliance with the Health Insurance Portability and Accountability Act (HIPAA). To assure this, employees are allowed access to protected information only so much as is required to perform the essential duties of their position. Each job description will include the level of accessibility that is required:

- Level One – access only to the information for the assigned clients.
- Level Two – access to all information for the clients receiving services within the program.
- Level Three – access to all information for the clients, and potential clients, receiving services within the department.
- Level Four – access to all employee information
- Level Five – access to all information for the clients receiving services within the agency and access to all employee information.

Statement of Understanding:

I have read the above position requirements. I assert that I meet the minimum requirements; I am able to perform the essential job functions and satisfy the expectation of regular attendance at the work site. I further understand that signing the job description does not constitute a written or implied contract of employment.

Signature

Printed Name

Date