



Tasks and Standards

TITLE: Residential Services Manager

REPORTING RELATIONSHIP: Director of Residential Services

STATUS: Exempt

SUMMARY:

The Residential Services Manager has the responsibility for overseeing the day-to-day operations of the IRAs in the assigned caseload. This includes, but is not limited to, observing, analyzing and improving systems and operations of assigned IRA programs to ensure effective, efficient, economical delivery of residential habilitation services to the residents; monitoring and refining person-centered programming in assigned IRAs that focuses on the growth, development and safety of each individual while facilitating meaningful, equitable integration of the individuals into their communities; actively advocating for the rights of each individual residing in assigned IRAs; executing duties and responsibilities in a professional, collaborative manner that consistently demonstrates a positive attitude, the ability to problem-solve while adapting to change, and the willingness to establish a culture of accountability while supporting and supervising assigned IRA coordinators and their residential direct-care teams.

Task #1:

The Residential Services Manager provides administrative leadership, guidance and supervision while overseeing program development, implementation and documentation in assigned IRAs that promotes person-centered practices.

Standards:

- Provide ongoing support, supervision and trainings on rules, regulations, agency policies and procedures, and industry best practices to assigned IRA coordinators and their residential direct-care teams. This support will include documented progressive discipline when necessary.
- Support the highest levels of person-centered direct care to ensure effective, efficient services while mentoring and motivating IRA coordinators to serve as models for that level of care to their direct-care teams. This includes, but is not limited to, the effective, efficient monitoring, review and, where appropriate, approval of the development and implementation of all aspects of Life Plans, Staff Action Plans, Behavior Support Plans, IPOP's, fire safety plans, defined levels of supervision, nursing directives, internal and external POCAs, the DSP Core Competencies, the NADSP Code of Ethics, In Flight, Inc. policies and procedures, and all other best practices of direct care.
- Monitor, review and revise systems to ensure all IRA programs in assigned caseload address the needs and desires of all residents at all times as reflected in their Life Plans, Staff Action Plans, Behavior Support Plans, fire safety plans and drills, defined levels of supervision,

interactions with staff, residents and other members of their circles of support, and other appropriate sources of information.

- Support IRA Coordinators in developing and implementing Staff Action Plans based on the current Life Plan for each individual in each assigned IRA. These plans will be supported using the principles of person-centered planning and the CQL POMs.
- Provide information, screenings, observations, opinions and recommendations regarding admissions candidates.
- Regularly review records to ensure proper daily and monthly documentation practices in assigned IRAs, including but not limited to programming services in Therap, GERs and behavior data in Therap and MAR documentation.
- Review, evaluate and approve program documentation for all assigned IRAs on a monthly basis for billing purposes.
- Regularly review and evaluate the medication administration systems in all assigned IRAs including the scheduling of certified staff, staff training compliance, accurate documentation on MARs, ongoing self-medication training to residents as applicable and ensuring routine review of medication administration issues with nursing.
- Serve as the leader of the treatment team for individuals in all assigned IRAs. As the leader, arrange, schedule and facilitate meetings and collaborate with all team members to ensure effective and efficient flows of information.
- Serve as the primary point of contact for families, guardians, external members of the treatment team, regulatory oversight agencies and other community members.
- Ensure attendance at all Life Plan meetings of those team members as needed and desired by the individuals of the IRA.
- Monitor and review adherence to program budgets for all assigned IRAs.
- Ensure and support the proper reporting, investigation and review of all incidents relative to OPWDD Regulations Part 624 related to all assigned IRAs.
- Work collaboratively with the Residential Administrative team to generate new ideas and approaches to the effective, efficient development, implementation and documentation of programming.

Task #2:

The Residential Services Manager provides administrative leadership, guidance and supervision while overseeing professional development and performance evaluation of the IRA Coordinators, the DSP II/RBTs and DSPs of assigned IRAs.

Standards:

- Provide informal and formal performance evaluation feedback on and for all assigned employees in an ongoing and timely fashion.
- Provide information, screenings, observations, opinions and recommendations regarding the hiring, promotion, and termination of assigned employees.
- Orient new IRA coordinators to their duties and responsibilities while arranging for ongoing training and peer mentorship.
- Proactively monitor training enrollment and compliance for employees in all assigned IRAs.



- Regularly observe and evaluate staff in assigned IRAs in the implementation and documentation of Staff Action Plans.
- Regularly attend staff meetings at all assigned IRAs to facilitate the exchange of information, issues, concerns, questions, plans for significant events and updates of agency policies and procedures. Review, approve and distribute minutes submitted by IRA Coordinators within two business days of the meeting being held.
- Cultivate and model a professional, courteous, and respectful manner at all times in all environments.
- Provide training, guidance and modeling for employees on cultivating a positive, professional work environment predicated on teamwork and mutual respect.
- Promote a zero-tolerance environment in the IRA for profanity, insensitive terms and vocabulary, harassment and any other communication that fails to rise to the level of professionalism outlined in these tasks and standards as well as all applicable professional standards.
- Dress professionally and in such a way as to model appropriate dress for residents and staff alike.
- Provide supervision and training to employees with regard to appropriate dress at the work site as needed.
- Provide supervision and training to employees with regard to appropriate cell phone usage as per agency policy as needed.
- Proactively support staff in developing coping skills while providing modeling, supervision and training to staff in assisting resident efforts in developing coping skills.
- Proactively support staff in actively discouraging residents from using alcohol, drugs and tobacco in an effort to advocate for their own health and well-being while providing modeling, supervision and training to staff in this effort.

Task #3:

The Residential Services Manager provides administrative leadership, guidance and supervision while ensuring optimal staffing is maintained based on the needs and designated levels of supervision of the participants in assigned IRAs.

Standards:

- Review, revise and approve staffing schedules for IRAs in assigned caseload to ensure adequate staff coverage at all times. Appropriate and sufficient staffing levels as well as AMAP and driver coverage must be confirmed on the schedule when reviewing and approving.
- In the event of staffing crises, provide support for IRA Coordinators to actively address coverage issues to ensure that minimum staffing levels are always maintained.
- Actively seek ways to support and collaborate with other Residential Services Managers dealing with staffing shortages.
- Review and approve employee timesheets regularly.
- Adhere to agency time and attendance rules while providing supervision and training to employees with regard to those rules.

Task #4:

The Residential Services Manager provides administrative leadership, guidance and supervision while overseeing the maintenance of assigned IRAs and the associated documents for each IRA to ensure a safe and healthy living, learning and working environment that is compliant with all applicable rules and regulations.

Standards:

- Participate in all audits, internal and external, for assigned IRAs in person.
- Regularly monitor and audit plans of corrective action for assigned IRAs to ensure compliance with all regulatory requirements at all times.
- Promote a zero-tolerance environment in all assigned IRAs for profanity, insensitive terms and vocabulary, harassment of any type and any other communication that fails to rise to the level of professionalism outlined in these duties and responsibilities as well as all applicable professional standards.
- Observe, review and evaluate standards of cleanliness in all assigned IRAs. Documents subject to review include, but are not limited to, daily cleanliness checklists, weekly safety inspections, monthly maintenance checklists and workorders submitted for any needed repairs.
- Review, evaluation and approval of reconciled mileage logs for all assigned IRAs. These approved logs are to be submitted to Maintenance on a monthly basis.
- Regularly audit Behavior Support Plan trainings for individuals in assigned IRAs.
- Periodically audit inventory of clothing and belongings for individuals in assigned IRAs.
- Regularly audit fiscal documents for all individuals in assigned IRAs in addition to fiscal documents associated with each IRA.
- Regularly review and audit IPOP's for residents of assigned IRAs.
- Regularly observe, evaluate and audit fire drills and fire drill reports for assigned IRAs.
- Regularly review weekly guidance menus and activity calendars for all assigned IRAs to ensure input from the individuals in each IRA as desired by each individual.
- Proactively seek out opportunities to recruit new members for the agency workforce.

This position description in no way states or implies that the responsibilities listed are the only duties to be performed by the person filling this position. The person in the position may be required to perform other duties as necessitated by the situation or requested by his/her supervisor, the Executive Director or his/her designee.

SKILLS Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.



Reasoning: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee in order to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. While performing the duties of this position, the employee is regularly required to stand, walk. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch and crawl. The employee must be able to lift up to 50lbs.

CONDITIONS OF EMPLOYMENT

Conditions of Employment: The employee agrees to comply with the Corporate Compliance Policy and all laws, rules, regulations and standards of conduct relating to the position. All staff must pass all NYS Justice Center Background Check Requirements, Drug Test and Physical. In addition, the employee has a duty to report any suspected violations of the law (including any motor vehicle infractions) to the Human Resources Director.

EMPLOYEE RECEIPT/ACKNOWLEDGEMENT

I, _____ acknowledge that I have reviewed this job description and understand the expectations and responsibilities of this position. I acknowledge that the job description is not designed to cover or contain a comprehensive listing of tasks, activities, duties or responsibilities. Additionally, I acknowledge that management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change (e.g.: in times of emergencies, changes in personnel, workload and/or technical development).

Signature

Date