



JOB DESCRIPTION

JOB TITLE: **RESIDENTIAL SUPERVISOR**

REPORTS TO: Program Director

PURPOSE OF THE POSITION: to provide guidance and support to individuals with developmental disabilities and other disabilities, and to support their interests and choices so that they may lead fulfilling lives. Also, to supervise staff and direct the facilitation of the interests and choices of residents, and to manage the operation of the household.

ESSENTIAL FUNCTIONS: The following functions have been determined by the Company to be essential to the successful performance of this position.

1. OVERSEE FACILITATION OF INTERESTS AND CHOICES OF RESIDENTS AND SUPERVISE STAFF
 - A. Ensure the safety of residents.
 - B. Serve as a role model for staff in tone, morale, and professionalism in interactions with residents, other ACR employees, residents' family members and friends, County Case Managers, day program personnel and medical personnel and others.
 - C. Demonstrate correct procedures in facilitating personal goals of residents through their program objectives.
 - D. Assist in selection of staff and, when requested, in recruitment of staff..
 - E. Oversee the initial training of new staff and ensure that staff complete their required training and documentation within the time frames specified in their job descriptions. Give new staff a performance appraisal when they have completed their first 60 days after hire.
 - F. Ensure that staff complete in a timely fashion all training which must be updated annually. Oversee additional ongoing training appropriate to their positions and in accordance with licensing requirements. Ensure that staff complete and submit related training documentation in a timely fashion.
 - G. Ensure that staff are fulfilling the functions and requirements of their positions as defined in their job descriptions.
 - H. Give staff positive and negative feedback on job performance in a prompt, tactful, direct and consistent way; follow through with appropriate documentation of employee issues.
 - I. Write at least four affirmations to staff each month and give the carbon copy to your Program Director.
 - J. Be attentive and responsive to employee concerns and refer issues to appropriate personnel in the company as needed.

- K. Ensure that staff receive annual, written Performance Appraisals and, when improvement is required, ensure follow up on those issues. See that documentation is properly filed.
 - L. Oversee scheduling of staff.
 - M. Facilitate monthly staff meetings.
 - N. Participate in supervisory meetings and supervisory training as requested.
 - O. Adhere to and relay Company policy and procedures, licensing requirements, and other company information in a positive, supportive and professional manner.
 - P. Serve as a representative of clients and of ACR in contacts with residents family members and friends, Case Managers, day program and medical personnel, neighbors and vendors.
 - Q. Manage Client Trust funds.
 - R. Ensure that resident clothing and belongings are clean, up-to-date, in good condition and that resident furniture is properly cared for and in good condition; facilitate shopping trips and dry-cleaning as needed.
 - S. Oversee the purchase of residents' personal and program supplies.
2. MANAGE HOUSEHOLD OPERATIONS
- A. Ensure that the household meets all regulatory requirements.
 - B. Oversee the preparation and implementation of emergency evacuation and safety procedures.
 - C. Plan and manage the household budget.
 - D. Check the Awake Night Duty list daily to ensure continuity in household operations.
 - E. Retrieve voice mail messages from Awake Night staff person each morning and oversee the timely retrieval of and response to all other voice mail messages throughout the day.
 - F. Oversee meal planning, purchase of food and meal preparation to ensure that they meet Company standards.
 - G. Oversee the cleaning and maintenance of the property, house appliances, furnishings, equipment and vehicle and notify ACR maintenance staff or schedule a repair person for needed repairs that cannot be performed by yourself or other staff in the home.
 - H. Ensure that the driveway is clear of snow and ice; this means clearing it before traffic compacts the snow, and may involve clearing it yourself and/or supervising staff to clear it when you aren't there.
 - I. Oversee yard maintenance; this may involve mowing grass and raking leaves yourself and/or supervising staff to do it.
 - J. Facilitate good relations with neighbors; this includes ensuring that the home, yard and driveway are well-maintained and attractive, ensuring that the impact of employee traffic and parking in the neighborhood is minimized, being appropriately responsive to neighbors' concerns and facilitating household participation in neighborhood activities.
3. COMPLETE TRAINING
- A. Complete orientation training requirements within 60 days of hire for all employees. Orientation training includes: Within 72 hours of hire and prior to first paid shift: Vulnerable Adults packet. Prior to first paid shift: OSHA and Rule 40 packets. During shadow shift prior to working alone: RMP/PAPP training and house orientation, house-specific Rule 40 and Lifting/Back training, Emergency Procedures. Prior to working alone: classes in CPR, First Aid and, in homes where there are seizure and/or pain protocols, Medication Administration (pretest, class and in-home orientation). Other orientation which must be completed at any time during the first 60 days of hire include:

ACR Policies and Philosophy, Developmental Disabilities, Safe Van Driving, Nutritional packet, Dental packet, and any additional training required at the home where you will work such as Medical Equipment, Sign Language and/or other communication equipment and methods. Submit documentation of your training to the training mailbox in the ACR office as soon as possible after your training is complete.

- B. Participate in a performance appraisal of your work when you have completed 60 days after hire and annually thereafter.
- C. Update training in a timely fashion. The following training must be updated annually: CPR, First Aid, OSHA, Vulnerable Adults and any additional training as requested or required at your work site such as Medication Administration, Nutrition and Dental Hygiene. Submit documentation of your training to the training mailbox in the ACR office as soon as possible after your training is complete.
- D. Attend monthly staff meetings and other meetings as requested.
- E. Assist as requested in training new employees.

4. SUPPORT RESIDENT CHOICES AND INTERESTS

- A. Talk to and interact with residents respectfully; be knowledgeable of and sensitive to resident verbal and non-verbal communication.
- B. Provide guidance, counseling and assistance in order to engage residents in the community in ways that are relevant, purposeful and in tune with resident choices and interests. Activities may include shopping, business errands, going on dates, swimming, participating in exercise groups, participating in church groups and other social activities as determined by resident choices.
- C. Facilitate residents' pursuit of individual interests in the home.
- D. Respect the house, furnishings and clothes as residents' property.
- E. Make house TV, radio, VCR choices according to resident interests.
- F. Guide and assist residents in the acquisition of daily living skills both in the home and in the community.
- G. Support and facilitate resident relationships with family members, friends, guardians and other advocates. This support may include but is not limited to facilitating phone calls, correspondence and visits with family and friends, and facilitating attendance at special events such as vacations, funerals, weddings and other celebrations.
- H. Support each resident's personal and family religious belief system in the home and facilitate residents' attendance at religious services according to residents' choice.
- I. Be attentive to and respect residents' desires and cues for personal space and privacy.

5. SERVE AS A ROLE MODEL FOR RESIDENTS

Serve as an appropriate role model for residents in your social interactions, peer interaction, identification and expression of feelings and concerns, coping skills, anger management, conflict resolution, attitude, self-control, self-discipline, tone of voice, language and usage, table manners and eating, use of leisure time, telephone skills, street safety, stranger safety, seat belt use, bike helmet use, personal hygiene and choice of clothing, appropriate attire for weather conditions, and in other areas as needed.

6. FACILITATE RESIDENTS' PERSONAL CHOICES THROUGH PROGRAM OBJECTIVES

- A. Work with residents to discover and pursue personal goals.
- B. Provide guidance and assistance to residents in their personal hygiene and appearance in the following areas:
 - 1. tooth brushing

2. bathing
 3. toileting
 4. perineal care
 5. menstrual care
 6. hair and nail care
 7. care and selection of clothing
 8. dressing appropriately for weather conditions
 9. hair cuts and styling
- C. Read communication log, Health Progress (HP) notes, Med Sheets, and Day Program Communication Logs to be aware of residents' activities and issues.
 - D. Make entries in communication logs and HP notes as appropriate.
 - E. Be thorough, complete, professional and legible in your documentation.
 - F. As a mandated reporter, inform appropriate professionals of Vulnerable Adult issues.
7. FACILITATE RESIDENT MEDICAL CARE
- A. Keep current on resident Health Progress (HP) notes and make entries as necessary.
 - B. Be attentive to resident medical issues and alert supervisors and/or house nurse to medical issues and/or changes in resident health. Also alert day program staff and guardian as requested.
 - C. Follow medical orders and directions from medical staff and supervisors concerning resident health issues and be attentive to details in those orders.
 - D. Talk to medical personnel by phone regarding resident health issues.
 - E. Accompany residents to medical appointments and to the Emergency Room as needed. Facilitate communication of information between resident and medical staff. Assist resident participation in medical exams.
 - F. When residents are hospitalized, be a good advocate by informing hospital staff of resident medical history, preferences, fears and communication style; model respect for the resident and appropriate interaction style. Communicate guardian/conservator's written directions and preferences to hospital staff. Finally, be flexible to accommodate the additional scheduling needs while the resident is hospitalized.
 - G. Administer topical, oral (by mouth or through G-tube), nasal, rectal and vaginal medication and any other treatment prescribed by medical personnel or required by supervisors.
 - H. Order medication refills as needed or requested and pick them up from the pharmacy when necessary.
 - I. Use a Hoyer Lift or other lifting mechanisms for moving residents who require them.
 - J. For those residents who are non-ambulatory, reposition them often, ideally every 45 minutes and at a minimum every 2 hours; this may involve lifting a resident and/or using a Hoyer Lift or other lifting mechanism.
 - K. Keep thorough and legible documentation of medical issues.
8. CARRY OUT HOME SAFETY, MEAL PREPARATION AND CLEANING PROCEDURES
- A. Safety and Emergency Response
 1. Be familiar with home safety procedures as well as fire evacuation and hazardous weather plans, and execute procedures and plans as needed.
 2. Assist residents in evacuation drills and emergency situations in the home; this may include lifting and/or carrying residents who are non-ambulatory, non-compliant or for other reasons unable to move to safety.

3. Assist residents in emergency situations in public; this may include lifting and/or carrying residents who are non-ambulatory, non-compliant or for other reasons unable to move to safety.
 4. Clear walkways, fire exits and driveways of snow and ice during snow falls and as needed.
 5. Know how to use emergency phone numbers, fire extinguishers, fire alarms, and emergency beeper system, and use them when needed.
 6. Maintain appropriate staff-to-resident ratios during your shifts, including when planning and carrying out community activities.
 7. Use safety net and side rails for residents who need them whenever they are in bed or on the changing table.
 8. Know procedures for calling an ambulance and using a hospital Emergency Room, and execute procedures when needed.
 9. Provide crisis intervention and assistance when necessary.
 10. Carry out CPR, First Aid, poison control, G-tube replacement and missing person responses as needed.
- B. Meals, Food Handling and Preparation
1. Prepare meals following nutrition guidelines.
 2. Shop for groceries as needed.
 3. Share food and table conversation with residents in family style meals.
 4. Assist residents with eating as needed.
 5. Assist residents with meal planning, preparation and cleanup as needed.
 6. Clean up table and dishes per regulatory standards.
 7. Clean the refrigerator, stovetop, oven, and microwave.
- C. Maintain a safe, clean and orderly home and van by:
1. putting things away after use;
 2. vacuuming and spot cleaning carpet;
 3. sweeping and mopping hard floors;
 4. cleaning bathrooms, disinfecting tubs and changing tables after every use and disinfecting toilets as needed;
 5. dusting and cleaning cobwebs;
 6. cleaning walls and windows;
 7. taking out garbage and recycling;
 8. organizing cupboards and labeling products per regulatory standards;
 9. watering plants;
 10. assisting with and/or caring for residents' pets, including feeding, watering, attending to the pets' health care and hygiene and cleaning up after them using equipment designated for those purposes;
 11. cleaning and organizing the garage;
 12. purchasing and restocking supplies as needed;
 13. changing light bulbs;
 14. completing chore checklists as required;
 15. Refueling and maintaining company van as needed.
- D. Take care of laundry and bedding:
1. wash, dry, fold and put away clothes in proper locations;

2. change wet or soiled bed sheets and disinfect bed when necessary, according to OSHA regulations.

9. MAINTAIN CONFIDENTIALITY AND PROFESSIONALISM

Maintain confidentiality and professionalism regarding all Company information--both within the home, between ACR homes and outside the company--regarding resident, staff and company issues. This also means refraining from discussing resident personal issues in front of residents.

10. MAINTAIN A PROFESSIONAL APPEARANCE

Maintain a professional appearance while on duty or on premises, including the use of professional language and postures as well as clean and neat clothing, hairstyles and jewelry which are appropriate for scheduled activities. This is particularly important when meeting with medical staff, other professionals, parents, and at residents' social events, in order to maximize your effectiveness as an advocate and role model for residents.

11. ADHERE TO SCHEDULING POLICIES

You must be punctual and ready to start your shift at designated times and you must continue working until you are replaced by another staff person. You must find your own replacements for scheduled shifts in accordance with house scheduling policies when you need time off due to illness, vacation or for other reasons. You must notify your supervisor of scheduling changes. You must help fill in for sick employees and work occasional unexpected shifts, and you must work a share of holidays.

12. CARRY A COMPANY PAGER

Carry a company pager for the home which you supervise during all working and on-call hours. This includes night times and weekends unless arrangements have been made for another approved ACR staff person to carry it.

13. ADHERE TO COMPANY POLICIES

Adhere to all company policies as stated in the current ACR Employee Handbook and the Policy Book located in each house.

14. DEMONSTRATE CREATIVITY

Demonstrate creativity in problem resolution and in proposing new ideas for programming, residential care and household tasks.

15. DRIVE COMPANY AND/OR PERSONAL VEHICLE

Transport residents and perform job-related duties and errands in a company van or your personal vehicle when requested and/or when necessary.

16. ON CALL

16. SEEK AND FOLLOW THE ADVICE AND DIRECTIONS OF SUPERVISORS

You must seek the advice of a Program Director when you have questions concerning your performance of the functions of your job. You must follow directions and assignments given by a superior concerning performance of functions of this position.

17. ACCEPT OTHER DUTIES AS ASSIGNED BY A SUPERIOR.

FOR AWAKE NIGHT SHIFTS ONLY

In addition to the Essential Functions listed above, the following functions have been determined by the Company to be essential to the successful performance of awake night shifts in situations where you are required to work such shift.

18. FOLLOW HOUSE-SPECIFIC AWAKE NIGHT DUTY LIST

- A. Stay awake and alert at night and follow the house-specific Awake Night Duty List as it pertain to resident care; specifically:
 - 1. Check on residents during the night as directed in their Vulnerable Adults Assessments.
 - 2. Assist residents with their morning routines when your shift includes those hours.
 - 3. Follow the protocol for when residents are sick.
- B. Follow the house-specific Awake Night Duty List regarding cooking, cleaning and any other household duties which are to be completed during the Awake Night shift.
- C. Make telephone call-in's to the designated voice mail system when signal light indicates it is time to do so; this is to maintain records showing our staff remain awake as required by the Vulnerable Adult Assessments in the home.

FOR ASLEEP-NIGHT SHIFTS ONLY

In addition to the Essential Functions listed above, except those that are specific to the Awake Night Shift, the following functions have been determined by the Company to be essential to the successful performance of asleep night shifts, in situations when you are required to work such shift.

- 19. REMAIN AVAILABLE TO ASSIST WITH EMERGENCY RESPONSE AS NEEDED
 - A. Remain on premises and within hearing distance of residents or awake night staff and/or monitoring devices, telephone or other emergency alarm mechanism.
 - B. Wake up and assist in emergency situations.
 - C. Maintain a professional appearance including clean and appropriate sleepwear (such as two-piece pajamas or a sweat suit).

MINIMUM REQUIREMENTS AND QUALIFICATIONS:

- 1. You must possess the following character traits:
 - A. Independence: you must be self-sufficient and resourceful enough to carry out the functions of the position. The position requires you to be adept at decision-making, problem solving and taking initiative with minimal direction from supervisors. You must be able to recognize what needs to be done and to prioritize work with minimal direction from supervisors.
 - B. Positive Tone and Morale: You must be able to contribute a positive tone and morale to the workplace in order to perform the functions of the position. You must have a positive and professional attitude toward the residents, toward your coworkers, toward your work and toward the Company. You must be able work with coworkers as a team player, and you must be willing to help out when problems and emergencies arise.
 - C. Empathy: you must be comfortable with yourself and be well-accepted by others and must understand the feelings of others. This character trait is critical in working effectively with individuals with disabilities.
 - D. Responsibility: You must be responsible in carrying out the functions of the position. You must be reliable in quality of work, task completion and follow up. You must be responsible for timely completion of required training. You must be responsible for being punctual and for remaining at your shift until you are replaced by another staff person. You must be responsible for adhering to house scheduling policies.
 - E. Socialization: You must be able to comfortably accept and conform to rules and regulations of the company and the position. The position requires that you adhere to

company policies, safety and conduct rules and other procedures and regulations. You must be able to cooperate, work and communicate with coworkers, supervisors and office staff. Your socialization skills must also be sufficient to guide and motivate residents to become appropriately involved in the mainstream of community living and to perform all other functions of the position.

F. Self-control: Employees must be able to exercise and model self-control and self-discipline in their interactions with both residents and coworkers sufficient to perform the functions of the job. The work environment can be emotionally challenging due to resident behavior issues, crises, and the every-day needs of the residents. You must be able to control emotions and temper.

G. Judgment: you must possess judgment and decision-making skills sufficient to perform the functions of the job, in both day to day and crisis situations.

H. Stress tolerance: you must be able to function effectively under stressful conditions. This position is often stressful due to crises, emergency situations, resident behavior issues, regulatory requirements and inspections. You must be able to maintain self-composure and work effectively and professionally under these conditions.

2. You must possess the following physical agilities:
 - A. Seeing: sufficient vision to perform the functions of the job. Normal or corrected-to-normal vision is sufficient.
 - B. Hearing: sufficient hearing to perform the functions of the job.
 - C. Speaking: sufficient verbal skills to communicate effectively at an understandable level with a wide range of individuals and agencies, both in person and on the telephone.
 - D. Interaction: You must have the ability to effectively interact, both verbally and non-verbally, with residents, other staff, parents, and on behalf of residents in the community.
 - E. Writing: You must have writing skills sufficient to perform the functions of the job.
 - F. Math skills: must have basic math and money skills sufficient to conduct household and client business transactions and to maintain required documentation.
3. You must have a valid driver's license.
4. You must have no record of DUI/DWI and no more than 2 moving violations and no more than one accident due to a violation in the last 36 months.
5. You must be able to perform awkward, heavy lifting of at least 70 pounds and you must be able to wear a back belt when required.
6. You must have reliable transportation to the work site.
7. You must present a professional appearance while on duty or on premises, including the use of professional language and postures as well as clean and neat clothing, hairstyles and jewelry which are appropriate for scheduled activities. This is particularly important when meeting with medical staff, other professionals, parents, and at residents' social events, in order to maximize your effectiveness as an advocate and role model for residents.
8. You must refrain from using scented personal products in households where there are chemically sensitive individuals.
9. You must refrain from smoking while on duty or on premises.
10. You must limit non-work related telephone use to emergency or safety issues only.
11. You must have the ability to learn Company structure, acronyms and medical terminology.
12. You must have the ability to use household appliances including but not limited to cordless and cellular phones, pagers, fax machine, washer/dryer, dishwasher, stove, microwave, vacuum cleaner, smoke detectors, fire alarm and fire extinguisher.

13. You must have the ability to cook and to follow recipes used in the home.
14. You must have the ability to use household cleaning chemicals such as detergents and disinfectants and to follow label directions.
15. You must have the ability to organize, prioritize and complete multiple functions.
16. You must be able to adhere to Company policies as stated in the current employee handbook and the house policy book.
17. In emergency situations you must be able to work awake night shifts, and when doing so, you must be able to stay awake and alert at night, you must be able to complete the Awake Night Duty List and you must refrain from having other responsibilities (such as doing homework) which may impair or interfere with your emergency response.

18. When working an Asleep Night Shift; you must be able to wake up quickly when emergencies arise, you must be able to wake up independently and be ready to work at the beginning of your scheduled shift if you are working a subsequent awake position, and you may not have other responsibilities that may impair or interfere with your emergency response, for example, you may not be the sole caretaker of small children who would also need your attention in an emergency such as a fire, and you cannot entertain guests whose presence may interfere with your emergency response.

PLACES WHERE WORK IS PERFORMED: in the residents' home and in community settings determined by resident agenda such as parks, malls, libraries, clinics, places of worship, swimming pools, movie theaters, and other places where residents want and/or need to go. If resident health requires hospitalization your shifts may be performed at a hospital.

PREPARATION OF JOB DESCRIPTION: This job description was prepared from observing the work in process and from information provided by Residential Supervisors and Program Directors, and Malcolm Jump of the Human Resources Information System. It was prepared by Kristin Pitchford, Policy Specialist with ACR Homes, Inc., in April, 1996.

9/16/02 kp/jobdesrs