



JOB DESCRIPTION

JOB TITLE: RESIDENTIAL SUPERVISOR

REPORTS TO: Program Director

PURPOSE OF THE POSITION: To provide for the health, safety and well-being of individuals with disabilities in the home for which you are responsible and to support their interests and choices so that they may lead fulfilling lives. Also, to supervise staff and direct the facilitation of the healthcare, safety, interests and choices of the people with disabilities for whom you are responsible, 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 RESIDENTS' HEALTHCARE, SAFETY, INTERESTS AND CHOICES
 - A. Oversee and ensure the health, safety and well-being of residents in the home for which you are responsible. Be attentive to resident health and safety needs as well as their interests and choices and facilitate appropriate support.
 - B. Oversee resident medical care including but not limited to scheduling, attending and or staffing appointments, ordering medications, receiving doctors' orders, being a liaison between medical personnel and ACR, ensuring upkeep of medical equipment, and ordering medical supplies. Delegate these duties as appropriate. Alert the house RN to any needs for protocol changes or new medical protocols.
 - C. Serve as a representative of clients and of ACR in contacts with residents' family members and friends, guardians, case managers, day program and medical personnel, licensors, neighbors and vendors.
 - D. Plan and facilitate meetings and celebrations on behalf of residents, including team meetings, birthday parties, holiday parties and other events. Delegate details to staff as appropriate.
 - E. 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.
 - F. Oversee the purchase of residents' personal and program supplies.
 - G. Manage Client Trust funds as needed. Maintain records and documentation relating to resident finances and maintain receipts for all purchases and deposits made on behalf of residents. Monitor petty cash. Pay bills in a timely fashion. Complete and distribute monthly and quarterly reports.
 - H. Ensure that the RMP is up to date and in keeping with any changes in resident needs. Ensure that all staff are appropriately trained in the RMP.
 - I. Write and update goals based on results of FSSI, CFA, RMP, and the list of needs determined annually by the resident's team. Ensure that staff follow through with documentation of goals.
2. SUPERVISE STAFF
 - A. Create a positive work environment in the home. Be a motivator and leader for staff.

- B. Demonstrate correct procedures in facilitating residents' goals, healthcare, well-being and activities.
- C. Adapt and assist when problems and emergencies arise.
- D. Oversee the initial training of new staff and ensure that staff complete their required training and training verification 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.
- E. 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.
- F. 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, medical personnel and others.
- G. Ensure that staff are fulfilling the functions and requirements of their positions as defined in their job descriptions.
- H. Ensure that staff documentation and follow-through meets requirements with regard to resident goals, med sheets, petty cash, health progress notes, comm. book, cleaning list, and other areas of documentation.
- I. 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.
- J. Encourage staff regularly. Give at least four affirmations to staff each month, such as written notes or other tangible forms of affirmation. Give a copy or documentation to your program director.
- K. Be attentive and responsive to employee concerns and refer issues to appropriate personnel in the company as needed. Demonstrate tact, kindness and concern toward staff.
- L. Ensure that staff receive annual written Performance Reviews and when improvement is required, ensure follow up on those issues. See that documentation is properly filed.
- M. Oversee scheduling of staff and post a schedule for the upcoming month by the 20th of the preceding month. Fill open shifts as necessary. Facilitate holiday scheduling twice a year to enable staff to plan ahead and to share holiday responsibilities.
- N. Plan and facilitate monthly staff meetings and cover required topics. Ensure that staff complete and submit training verification.
- O. Adhere to and relay Company policy and procedures, licensing requirements, and other company information in a positive, supportive and professional manner.
- P. Assist in recruitment and selection of staff when requested.

3. MANAGE HOUSEHOLD OPERATIONS

- A. Ensure that the household meets all regulatory requirements.
- B. Oversee the preparation and implementation of emergency evacuation and safety procedures. Conduct monthly fire drills and quarterly severe weather drills.
- C. Manage the household budget
- D. Check the Awake Night Duty list and household cleaning lists regularly to ensure continuity in household operations.
- E. Change the awake night light timer when directed. Check Awake Night punch card or retrieve voice mail messages from Awake Night staff person each morning (on business days only).
- F. Oversee meal planning, purchase of food and meal preparation to ensure that they meet nutritional guidelines and standards set forth by the overseeing dietitian and applicable doctor's orders.
- G. Oversee the routine and emergency cleaning and maintenance of the property, house appliances, furnishings, equipment and vehicle and notify ACR maintenance staff 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 present.
- I. Oversee yard maintenance; this may involve planting and maintaining flowers seasonally, mowing grass, and raking leaves yourself and/or supervising staff to do it.
- J. Oversee and maintain supplies for residents' personal and program needs, resident medications and medical supplies, household and grocery needs, office supplies and forms, and petty cash. Plan ahead so that supplies do not run low over weekends and holidays.
- K. 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.

4. INTERACT WITH RESIDENTS

- 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 home and community in ways that are relevant, purposeful and in tune with resident choices, interests, and concerns. 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. Choices must meet approval of supervisor and team.
- C. Respect the house, furnishings and clothes as residents' property and make house TV, radio, and movie choices according to resident interests.
- D. Guide and assist residents in the acquisition of daily living skills both in the home and in the community.
- E. 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, holiday traditions and other celebrations.
- F. Support each resident's personal and family religious belief system in the home and facilitate residents' attendance at religious services according to residents' choice.
- G. Be attentive to and respect residents' desires and cues for personal space and privacy.
- H. Interact appropriately and professionally with residents with regard to attitude, self-control, self-discipline, cooperation, tone of voice, language and usage, and in other areas as needed.
- I. Work with residents to discover and pursue personal goals in keeping with their Risk Management Plans.

5. PERFORM DIRECT CARE

- A. Perform 15 hours of direct care per week unless otherwise directed by the lead program director. Adhere to the Program Counselor job description when performing direct care.
- B. Remain available to assist with emergency response as needed, such as when unexpected staffing needs arise or when emergencies arise that require additional staffing.

6. WORK EFFECTIVELY WITH SUPERVISORS

Seek and follow the advice and directions of supervisors including your Program Director, the House RN or other superiors when you have questions concerning your performance of the functions of your job. Work as a team player with your supervisors and communicate effectively and professionally with them both verbally and in writing. Participate in a monthly call-in with management staff. Inform your Program Director of all concerns that are out of compliance with policy and procedure, issues related to possible harassment or discrimination, staff concerns that may require disciplinary action, employee work related injuries or other possible insurance claims, employee work restrictions, leave requests, negative interactions with guardians, case managers, neighbors, school, or day program, Vulnerable

Adult Reports or Incident Reports, significant changes in resident behavior or health, any threats to health and safety, essential appliance malfunctions or any other concerns about which your supervisor should be informed.

7. WORK EFFECTIVELY WITH GUARDIANS AND CASE MANAGERS

Strive to facilitate a positive, interactive business relationship with the residents' guardians and case managers. Update them following every medical appointment and regarding every incident report. Give them at least one "positive only" call a month. Ensure that they receive quarterly reports. Facilitate their participation in annual and semi-annual meetings. Seek their input and approval regarding RMP changes in keeping with changes in resident needs. Listen and respond to their input and concerns.

8. DEMONSTRATE LEADERSHIP

Adhere to ACR's leadership philosophy and training in all aspects of your work, including the MTAAALLP and OSDV leadership models and other leadership concepts with regard to resident well-being, personnel and household management and other company business. Demonstrate leadership and creativity in problem resolution and in proposing new ideas for programming, resident care and household tasks.

9. FOLLOW THROUGH WITH REQUIRED PAPERWORK

Ensure timely and accurate completion of required documentation, reports, applications and other paperwork with regard to resident, staff and household issues. Ensure that all household and resident mail is opened and responded to and/or filed in a timely and appropriate manner. Turn in financial paperwork including staff timesheets, reimbursements, change of status forms according to deadlines. Complete required paperwork according to deadlines established by your supervisor.

10. COMPLETE TRAINING

- A. Complete all initial training requirements within 60 days of hire.
- B. Initiate and complete annual training in a timely fashion including CPR, First Aid, OSHA, Vulnerable Adults training and any additional training required at your work site.
- C. Complete initial and ongoing Residential Supervisor training according to directions.
- D. Attend monthly All-Supervisor Training, small group meetings and other meetings as requested.
- E. Assist as requested in training new employees.
- F. Participate in a performance review of your work.

11. CORE VALUES

Understand and uphold the Company's Core Value statement at all times while on duty, regardless of personal practices and beliefs.

12. MAINTAIN CONFIDENTIALITY AND PROFESSIONALISM

Maintain confidentiality and professionalism regarding all Company information (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 and refraining from inappropriate comments or gossip.

13. 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 appropriate footwear and clean and neat clothing, jewelry and hairstyles that are in accordance with ACR's dress policy for residential supervisors and that 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.

14. ADHERE TO SCHEDULING POLICIES

When working direct care, 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 direct care shifts and you must designate an appropriate person to carry your pager and assume supervisory responsibilities when you need time off due to illness, vacation or for other reasons. You must notify your program director of scheduling changes and emergencies. You must help fill in for sick employees and work occasional unexpected shifts, and you must work a share of weekends and holidays.

15. MAINTAIN THE FRAGRANCE FREE POLICY

Refrain from using scented personal and household products while on duty and/or on company premises both for yourself and for the people you support.

16. DRIVE COMPANY AND/OR PERSONAL VEHICLE

Transport residents and perform job-related errands in a company van or your personal vehicle as requested and/or when necessary. Adhere to company parking policy, and all applicable OSHA and safety requirements. Secure van straps and be able to implement handicap parking and lift requirements as well as emergency van procedures.

17. CARRY A COMPANY PAGER, MANAGE THE HOUSE MAIL, VOICE MAIL AND EMAIL.

Be responsible for the house pager for the home in which you work to ensure that you or another person you designate provides coverage 24 hours a day, 7 days a week. Collect and respond to house and office mail in a timely fashion. Respond to pages according to directions in a numeric page, or by the end of the business day for voice mail messages. Manage the house voice mail and email accounts, oversee the timely retrieval and response throughout each business day. Delegate responsibility for the pager, voice mail and email when you are off duty. Be on-call at least one weekend a month, and when on-call adhere to requirements regarding staying within 60 minutes of the home, and having alternate care available for children and/or pets as needed, should an emergency arise.

18. ADHERE TO COMPANY POLICIES

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

19. ACCEPT OTHER DUTIES AS ASSIGNED BY A SUPERIOR.

MINIMUM REQUIREMENTS AND QUALIFICATIONS

1. You must possess the following character traits:

- A. 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.
- B. 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.
- C. Responsibility: You must be responsible in carrying out the functions of the position. You must be reliable in quality of work, attention to details, 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 policies and for time management while on the job.
- D. Communication: you must be able to communicate effectively with clients, coworkers, supervisors, health care professionals and others related to your work. You must be able to listen

effectively and perceive interests, needs and concerns of those with whom you are working, and take initiative in communicating to others in ways that maximize the interests and well-being of persons being supported.

- E. 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 present 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.
 - F. Empathy: you must understand the feelings of others. This character trait is critical in working effectively with individuals with disabilities.
 - G. 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, staff concerns, crises, and the every-day needs of residents and staff. You must be able to control emotions and temper.
 - H. Socialization: You must be able to 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.
 - I. 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 and your vehicle must have at least the minimum automobile insurance required by State law. You must be able to transport residents and perform job-related errands in a company van when available or in your personal vehicle, and you must park vehicles according to the company parking policy.
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 up to 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 appropriate footwear and clean and neat clothing, jewelry and hairstyles that are in accordance with ACR's dress policy for residential supervisors and that are appropriate for scheduled activities, or, when working the asleep night shift, clean and appropriate sleepwear (such as two-piece pajamas or a sweat suit). 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 and household products while on duty and/or on company premises, with the exception that you may use scented products in the live-in area, so long as their odor is confined to that area.
9. You must refrain from smoking while on duty or on premises.
10. You must be willing to participate in drug and alcohol testing.
11. You must limit non-work-related telephone and cell phone use (including texting) and internet use to emergency or safety issues only, and when possible notify your supervisor in advance.
12. You must have the ability to learn Company structure, acronyms and medical terminology.
13. You must have the ability to use household appliances including but not limited to cordless and cellular phones, fax machine, washer/dryer, dishwasher, stove, microwave, vacuum cleaner, smoke detectors, fire alarm and fire extinguisher.
14. You must have the ability to cook and to follow recipes used in the home. The recipes and food products used are determined by resident choice and dietary requirements and may include pork and other meat products.
15. You must have the ability to use household cleaning chemicals such as detergents and disinfectants and to follow label directions.
16. You must have the ability to organize, prioritize and complete multiple functions.
17. You must be able to adhere to Company policies as stated in the current employee handbook and the house policy book.

PLACES WHERE WORK IS PERFORMED: In the residents' home, in ACR's main office, and in community settings determined by the job requirements and 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 ACR Residential Supervisors and Program Directors. It was prepared by Kristin Pitchford, Policy Specialist and Michelle Moss, Lead Program Director with ACR Homes, and is updated from time to time.

EMPLOYEE ACKNOWLEDGEMENT OF RECEIPT OF JOB DESCRIPTION

I, _____, have received a copy of the job description
(print employee name)

for my position as a Residential Supervisor with ACR Homes. I have read it, I understand it, and I accept responsibility for performing the Functions and meeting the Requirements and Qualifications of my position as described therein, or, if I am unable to do so due to disability, I hereby acknowledge my responsibility to request reasonable accommodation from my supervisor or from another superior within the company.

I understand that my future Performance Appraisals will be based on my performance of the Functions and my ability to meet the Minimum Requirements and Qualifications defined in this job description, and that failure to perform according to the job description could lead to disciplinary action up to and including dismissal.

employee signature

date

RETURN THIS FORM TO THE ACR OFFICE MAIL BOX FOR ORIENTATION PAPERWORK