

CRITICAL SKILLS

FOR JOB DESCRIPTIONS

COMPLETED BY: DEBRA L. HARDING

POSITION CLASSIFICATION: **RESIDENTIAL CARE SUPERVISOR**

BELDEN HOUSE

RESIDENTIAL CARE SUPERVISOR

1. RESIDENT SERVICES

A. In the absences of the Residential Care Director, coordinates all medical, social, transportation, dietary, vocational, and other supportive services required to meet the care and supervision needs of all residents.

(High Risk / High Volume)

B. Ensures that the quality, safety, and appropriateness of all services provided to residents are reviewed and evaluated; and that the appropriate actions, based on findings of the review and evaluation are carried out.

(High Risk / High Volume)

C. Maintains systems that ensure resident confidentiality in accordance with

Policies and Procedures and applicable regulations.

(High Risk / High Volume)

D. Evaluate resident status and progress, and document accordingly, including: results of visits to medical professional, services provided by program and other community resources, unusual incidents.... Delegate and

supervise the completion of related staff documentation.

(High Risk / High Volume)

E. Demonstrates knowledge of all Policies and Procedures by providing

accurate information / guidance to staff as necessary.

(General)

- F. Provide on-call coverage for all designated residential facilities two weeks (14 days) per month.
(High Risk / High Volume)

2. PERSONNEL

- A. Maintain personal records for all staff per facility Policies and Procedures, and in conjunction with Human Resources, collects / routes specific documents for personnel record, including continuing education / certification records /documents required by Department of Social Services and other accrediting agencies.
(General)

- B. Oversee staff development, orientation, on-the-job training, and continuing education.
(General)

3. MANAGEMENT AND ADMINISTRATIVE EFFECTIVENESS

- A. Demonstrates the ability to delegate and follow-up on performance and results.
(General)

- B. Demonstrates knowledge and compliance with Department of Social Services, Adult Residential Care Facility regulations (title 22), and regulation / agreements associated with North Bay Regional Center.
(High Risk / High Volume)

- C. Demonstrates personal organization in filing, and record keeping.
(General)

- D. Under the direction of the Residential Care Director, demonstrates leadership in supervising Residential Assistants for the completion of daily shift assignments, responsibilities, and resident activities.
(High Risk / High Volume)

- 4. Under the direction of the Residential Care Director, and / or in the

absence of the Residential Care Director, complete, supervise, monitor, and / or expedite all financial book keeping and general record keeping for the facility.

5. In the absence of the Residential Care Director, or when assigned, takes the responsibility to prepare residential care and case management billing summary, including the preparation of all accounting documentation for the business office.

(General)

6. In the absence of the Residential Care Director, or when assigned, takes the responsibility of preparing accounts receivable documentation for the HOUSE and the billing office.

(General)

7. In the absence of the Residential Care Director, or when assigned, takes the responsibility to complete the required documentation and obtain the requisite funds for deposit into the residents Personal and Incidental spending accounts.

(High Risk / Low volume)

8. Under the direction of the Residential Care Director, demonstrates leadership in supervising Residential Assistants for the completion of daily shift assignments, responsibilities, and resident activities.

(High Risk / High Volume)

9. In the absence of the Residential Care Director, or when assigned, takes responsibility to prepare weekly staff schedule in accordance with staffing guidelines for F.T.E.'s, and ensure staff productivity with respect to meeting daily resident needs.

(High Risk / Low Volume)

10. As assigned and necessary, takes responsibilities for house grocery and misc. supply purchases. Understands and adheres to established budget guidelines.

(General)

11. As assigned and necessary, takes responsibility to order and maintain an adequate supply of resident medication at all times. In addition, takes responsibility to verify the completeness and accuracy of all medication documentation in respect to compliance with policies and procedures and all applicable regulations.

(High Risk / High Volume)

12. Plans, establishes, and posts a weekly meal menu in compliance with policies and procedures and all applicable regulations.

(General)

13. Demonstrates knowledge of all policies and procedures by providing accurate information / guidance to staff as necessary.

(High Risk / High Volume)

14. ADMINISTRATIVE / CLERICAL

A. Set-up, organize, and maintain file system.
(General)

B. Update and maintain accurate daily staff task schedules.
(General)

C. Accurately tracks and schedules resident appointments.
(General)

D. Maintains and posts monthly staff work schedules, obtains staff coverage as directed, and updates FTE ratios on a weekly basis.
(General)

E. Coordinates on-call pool and scheduling of on-call staff as necessary and assigned.
(General)

- F. Accurately maintains updated sick day and vacation logs for each member of staff.
(General)
- order
G. Obtains necessary office supplies; types check requests, purchase requisitions and necessary documentation to acquire supplies.
(General)
- week.
H. Calculate Residential assistants productivity / activity hours each week.
(General)
- I. Accurately types all assignments.
(General)
- J. Gathers and enters data regarding client demographics, consumer satisfaction, program evaluation, services by program and program costs. Produces summarized reports from database as requested.
(General)
- as
K. Takes and types minutes from staff meetings and other meetings assigned.
(General)
- Performs
L. Prepare and maintains computerized mailing lists as assigned. printouts and mailings as necessary as assigned.
(General)
- third
M. Maintains an accurate list of residents physicians, family members, party payors,... for report mailing and follow-up.
(General)

15. RESIDENT RECORD PROCEDURES

- A. Maintains accurate census records.
(General)
- B. Responsible for filing systems and completeness of resident record, including all D.S.S. forms.

(General)

- C. Files Documentation in the resident's record.
(General)

16. MAINTAINS COMMITMENT FOR SELF-GROWTH AND COMPETENCY

- A. Participates in own performance appraisal by identifying own individual goals and reviewing progress with supervisor.
(General)

- B. Annually attends at least one hospital or community based in-service related to duties of position.
(General)

- C. Completes all mandatory continuing education requirements including maintaining current CPR and First Aid certification.
(General)

17. PLANNING

- A. Demonstrate foresight in recognizing problems in areas of responsibility.
(General)

- B. Demonstrate responsibility to adhere to schedules, assignments, and established plans.
(General)

18. INTER-ORGANIZATIONAL RELATIONSHIPS

- A. Complete assignments received from superiors and higher administrative departments.
(General)

- B. Demonstrates skill in communicating with others orally and in

writing:

memos and reports are clear and useful.
(General)

C. Provides information to help superiors, peers, or employees when needed and demonstrates assertiveness in expressing points of view.
(General)

19. INTRA-ORGANIZATIONAL RELATIONSHIPS

A. Demonstrates and models service excellence by being courteous, friendly, responsive and helpful to residents, families, and the public.
(General)

B. Effectively listens to all N.C.R.C.'s publics and responds quickly to resolve problems when identified.
(General)

C. Maintain a clean, orderly, comfortable, and properly equipped work place at all times.
(General)

D. Performance reflects pride in self, profession, and organization.
(General)

MINIMUM QUALIFICATIONS

A. Associate Degree from an accredited school.

B. One year of experience in an acute or subacute brain injury rehabilitation program.

C. Knowledge of and ability to comply with applicable law and

regulation.

- D. Ability to relate positively to residents and their families.
- E. Ability to function as a team member within a interdisciplinary staff.
- F. Willingness to participate in specific continuing education programs as specified.
- G. Ability to document concise reports of residents "programs", progress,...
- H. A valid California Drivers License.
- I. No "Reckless Driver" convictions in the past three years.
- J. No "Driving while intoxicated" convictions in the past three years.
- K. No more than two moving violation convictions in the past three years.
- L. Current certification in CPR and First Aid.
- M. No criminal convictions with the exception of minor traffic violations.
- N. Must be a minimum of eighteen years of age

PHYSICAL CHARACTERISTICS

- A. Ability to read and write with or without the aid of corrective lenses.

- B. Ability to hear and speak, in person and on the telephone, with or without the aid of assistive devices.
- C. Ability to stand for long periods of time.
- D. Personal mobility which enables the person to move functionally in the work environment and out in the community.
- E. Must pass employee physical examination annually, and maintain good health.
- F. Must be physically capable of following and demonstrating P.A.R.T. principles / standards relating to “Evasive Self Defense” and “Controlling Self Defense and Physical Intervention.”