

CRITICAL SKILLS

FOR JOB DESCRIPTIONS

COMPLETED BY: DEBRA L. HARDING

POSITION CLASSIFICATION: **PROGRAM DIRECTOR**

BELDEN HOUSE PROGRAM DIRECTOR

1. RESIDENT SERVICES

A. 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. Develops and coordinates residents programs in accordance with their individual needs, and consistent with North Coast Rehabilitation Centers philosophy.

(High Risk / High Volume)

D. Maintains and documents regular contact with resident's family members and third party payers regarding resident's status.

(General)

E. Supervises discharge planning for resident's to ensure that appropriate resources and referrals are provided.

(High Risk / Low Volume)

F. Completes resident evaluations per Policies and Procedures, and as required by referral and funding sources.

(High Risk / Low Volume)

G. Maintains systems that ensure resident confidentiality in accordance

with Policies and Procedures and applicable regulations.
(High Risk / High Volume)

H. Provide staff members with a description of residents current needs, and supervise the follow through of related activities.
(High Risk / High Volume)

I. Directs and aids residents in functional training, exercises, activities...., utilizing various methods of service delivery as necessary and appropriate.
(High Risk / High Volume)

J. Coordinate, conduct, delegate, and schedule resident activities, providing a balance of leisure, vocational, cognitive, and psychosocial activities.
(High Risk / High Volume)

K. Evaluate resident status and progress, and document accordingly, including: results of visits to medical professionals, services provided by program and other community resources, unusual incidents.....Delegate and supervise the completion of related staff documentation.
(High Risk / High Volume)

L. Demonstrates knowledge of all Policies and Procedures by providing accurate information / guidance to staff as necessary.
(General)

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

2. PERSONNEL

A. In conjunction with the Residential Care Director, recruit, hire and supervise all staff, as defined by the Personnel Policies and Procedures Manual, for the facility.
(High Risk / High Volume)

B. In conjunction with the Residential Care Director, evaluate performance, discipline, and terminate staff in accordance with the facility Personnel Policies and Procedures Manual.

(High Risk / Low Volume)

C. Maintain personal records for all staff per facility Policies and Procedures, and as required by the Department of Social Services.

(General)

D. Oversee staff development, orientation, on-the-job training, and continuing education.

(General)

E. Conduct staff meetings to resolve problems, and to share information pertinent to the facility, residents, and N.C.R.C.

(General)

F. Oversee the preparation of the work schedule, approve or disapprove requests for time off, and maintain adequate staffing at all times to meet the needs of the residents.

(High Risk / High Volume)

G. Oversee the accurate documentation of productive and nonproductive paid hours of employment for all staff members.

(General)

3. FINANCIAL

A. Under the direction of the Residential Care Director, evaluates and determine financial responsibility for all residents in the program.

(General)

B. Under the direction of the Residential Care Director, review for approval

all requests for expenditures of funds for supplies and equipment; responsibility for ensuring that wages, expense monies, etc., are

judiciously
spent.

(General)

C. Complete, supervise, monitor, and / or expedite all book keeping
and general record keeping for the facility.

(General)

D. In conjunction with the N.C.R.C. Business Office, monitor accounts
receivable to ensure that funds due the facility are paid within reasonable
time limits including resident personal and incidental spending money.

(General)

E. In conjunction with the N.C.R.C. Business Office, monitor accounts
payable to ensure that bills for services rendered the facility are paid
within a reasonable time.

(General)

F. Maintain a purchase record for all equipment and supplies
delegated to subordinate staff.

(General)

G. Demonstrate performance that shows innovation in reducing
expenses,
and maintains appropriate expense to revenue ratios (.80 to 1.
respectively).

(General)

H. Monitor monthly financial and productivity performance of the
facility, and
report to Residential Care Director.

(General)

4. MARKETING

A. Under the direction of the Residential Care Director, contact referral
sources and / or responsible parties to foster ultimate admissions to the
facility.

(General)

B. Function as primary contact for all inquiries regarding probable evaluation and / or admission to the facility.
(General)

C. Pre-screen all inquires regarding the facility. Secondary screenings, including decisions regarding admission, are to be conducted in consultation with the Residential Care Director.
(General)

D. Coordinate and maintain the efficient functioning of all clerical and record-keeping activities attendant to referrals, evaluation, payment negotiations, and admission to the facility.
(General)

E. Prepare and send information in response to routine inquires.
(General)

F. Complete and maintain resident census reporting documentation.
(General)

5. PLANNING

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

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

6. 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)

7. 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)

8. PERSONNEL AND SAFETY

A. Demonstrates the ability to establish qualifications and select staff appropriately.
(General)

B. Understand and follow all personnel administrative procedures.
(General)

C. Maintain an effective safety program and required documentation in areas of accountability.
(General)

D. Model proper attendance, punctuality, team building, and loyalty behaviors.

(General)

- E. Communicate performance standards and evaluate employee's on measurable results.
(General)

9. 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. Review and / or revise program policies and procedures annually or as necessary.

(High Risk / Low Volume)

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

MINIMUM QUALIFICATIONS

- A. Bachelor Degree in a health-related field from an accredited school.

National registration and state license when appropriate.

- B. Two years experience in an acute or post -acute brain injury rehabilitation program.

- C. Attainment of at least 18 years of age.

- D. Knowledge of and ability to comply with applicable law and

regulation.

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

PHYSICAL CHARACTERISTICS

- A. Ability to read 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 sit or 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”.