

Arc of Onondaga County Position Description

Residence Manager

Number

CFR 202

Status Exempt

Date 12/20/2018

This Position is assigned to one or more of the following Departments.

Residential Services

Summary

The Residence Manager is responsible for planning, supervising and coordinating all support services required to maintain safe and comfortable home environment for residents. Responsibilities include supervising Direct Support Professionals, planning coverage and ensuring that the health and safety needs of residents are fulfilled. The Residence Manager is responsible, in cooperation with other team members, for the coordination, planning and management of residents' health, recreational and social activities, promoting the 3IP philosophy and maintaining records and documentation needed to communicate this information. The Residence Manager is responsible for the overall appearance of the site and ensuring any repairs, updates, and changes are made and communicated as necessary. The Residence Manager reports directly to the Residential Program Manager.

Requirements

1. Responsible for safety, providing quality home and living environments for residents and following Staff Action Plans.
2. Assists the Plan Coordinator in coordinating all services to teach residents life skills related to establishing and maintaining their home.
3. Plans, coordinates and provides for all services to assist residents and/or provide direct service for household shopping, preparing meals and to accomplish household cleaning. Delegates specific assignments to Direct Support Professionals.
4. Plans, coordinates and participates in residents' external social and community activities. Monitors and ensures that all activities, both inside and outside of the home, emphasize resident safety and accident prevention. Ensures that activities are reflective of choices and preferences of the individuals.
5. Responsible for oversight of residents' personal allowance monies, including budgeting and maintaining funds for residents' access in the home.
6. Provides automobile or van transportation for residents and/or accompany residents on trips using public transportation.
7. Requests and secures maintenance and repair services, as needed, to ensure the safe and reliable operation for the home's mechanical, plumbing and electrical systems. Also ensures that furnishings are appropriate, sufficient, and in good condition.
8. Responsible for on-call coverage on a rotating basis with other Residence Managers for assigned team or as assigned by Program Manager (carry Agency cell phone).
9. Ensures that appropriate relief coverage is present for residents before leaving your shift. In some instances may need to provide direct support coverage.
10. Must facilitate positive productive interactions with families/advocates, Care Managers and all other outside providers. Ensures regular, on-going communications with family members/Advocates.
11. Plans and coordinates all services to assist residents in maintaining acceptable hygiene standards. Ensures all individuals have an adequate supply of clothing and footwear that is in good shape and appropriately sized. Provides direct support and assistance as needed.
12. Supervises the work of Direct Support Professionals, evaluates performance, provides on-site training and ensures that they are following and implementing all policies and procedures of Agency and Program. Follows and implements the Direct Support Professional Core Competencies and evaluates performance annually based on the Core Competencies.

13. Establishes and maintains controls for resident health needs including administering authorized and required medications. Works closely with nursing staff assigned to site. Must maintain medication administration certification and accompany residents on medical appointments as necessary.
14. Supports the Goals and Mission of Arc of Onondaga County. Ensures that your communications and personal performance reflect the Agency's commitment teamwork, compliance with policies and procedures and respect for residents and staff.
15. Attends and participates in required Arc meetings, staff development and training programs.
16. Establishes and provides clear and legible documentation and compliance records required by Arc and other government agencies.
17. Expected to conduct all agency business and complete job responsibilities in accordance with agency Code of Conduct and Corporate Compliance Plan.
18. Must be able to work at alternate sites as deemed necessary by their Program Manager for overall program operation.
19. Provides other job-related support and services as required or assigned by management and be involved with committees as designated by Director of Community Residences.

Note – Requirements 1 -19 are Essential Job Requirements

Education & Experience Requirements

- Bachelor Degree in Human Services or related field required plus 1-3 years pertinent experience.
 - Alternatively, related Associate Degree plus 3 years pertinent experience.
 - Alternatively, 5 years pertinent experience AND high school or equivalency diploma.
- A valid NYS driver's license and a driving record acceptable to the Agency's insurance carrier.
- Equivalent amount of combined education and experience that satisfies above listed standards. Specifically, 5-6 years of pertinent experience in lieu of meeting degree requirements.

Instruction & Safety

The job requires specific levels of responsibility for the safety of the self and people he/she interacts with on a daily basis. Safety requirements and decisions reflect agency or legal requirements that are above and beyond generally accepted practices and procedures for personal safety, the safety of other staff, and includes specific direct supervision and care accountabilities for the safety of residents. In addition, is accountable for monitoring and ensuring that other staff complies with all safety standards and procedures.

Physical Demands & Working Conditions

Work requires some physical exertion equivalent to lifting between 25 and 50 pounds, for approximately 25% of their workday, while assisting individuals, moving materials and/or operating equipment. Incumbents have limited exposure to undesirable or adverse environmental conditions. Position requirements for physical stamina, endurance, and physical manipulation are limited. Accountabilities require sustained amounts of time sitting, walking and/or standing.

Responsibility for Resources

The job requires a moderate degree of responsibility for resources. Examples of resources include motor vehicles supplies, equipment, inventories, limited budgets, individual accounts, individual belongings, and other similar assets. The staff member has a significant amount of control over these resources. Problems and decisions associated with these resources are not complex, but can impact an operating unit, department, or affect someone's resources. The volume of resources may vary, but the level of difficulty in dealing with these resources is uncomplicated.

Supervisory Responsibilities

The job requires direct responsibility for a small group or unit of staff. Job duties include supervisory activities such as initial interviewing for hiring, training on site, assigning, recommendation for terminations, monitoring and assessing work. Work involves ensuring that all decisions are in compliance with the Agency and Program's policies, practices and procedures. This is typically the first level of supervision.

Technology

The job requires a fair amount of computer knowledge including MS Outlook, MS Word. The staff member is required to complete specific reports within an online payroll system as well as an electronic documentation system.