

POSITION: Residential Coordinator

HOURS WORKED/ENVIRONMENT: Full Time, Residential Sites, Flexible Hours

REPORTS TO: Residential Operations Director

CLASSIFICATION: Exempt

POSITION OVERVIEW

The residential coordinator supports the implementation of DDA residential services as prescribed in a Person-Centered Plan (PCP) for each client receiving support. The residential coordinator is an integral member of the residential services interdisciplinary team. The residential coordinator is responsible for the management of residential homes, and the supervision of assigned residential staff including residential team managers. The ability to problem solve, use critical thinking, prioritize tasks, and communicate new ideas and concepts to staff is crucial to the success of a residential coordinator.

RESPONSIBILITIES/JOB DUTIES:

Supervisory

- Directly supervise and coach residential team managers and support/mentor lead direct support staff and direct support professionals.
- Conduct, coordinate and/or monitor the new hire and ongoing training for residential team managers and direct support professionals.
- Train staff in case management software (ICM), ensure appropriate and timely documentation is entered, and reviews services provided for LTSS billing.
- Ensure staff complete all Developmental Disabilities Administration (DDA) and Forward Visions required certifications.
- Participate in staff interviews as directed.
- Participate in agency admissions and on-boarding processes.
- Provide on-call support to residential team managers and direct support staff, as needed.
- Conduct announced and unannounced site visits.
- In collaboration with HR and Residential Operations Director, provides recommendations for and assists with disciplinary actions for all reporting staff, including the issuance of verbal and written warnings.
- Reports and responds to incidents in a timely manner and as required by the policy on reportable incidents and investigations and Forward Visions policies.
- Completes employee performance evaluations in a timely manner.
- Cross train/learn/assist the director of personal supports.

Administrative

- Review and process all monthly paperwork submitted by residential team managers, including financial records of petty cash, debit cards, money dispersal forms, funds of people receiving support, and house expenses.
- Maintain accurate financial records of petty cash, debit cards, money dispersal forms, funds of people receiving support, and house expenses.
- Ensure staff complete training and documentation requirements. Ensure such documentation meets quality and information standards per Forward Visions expectations and DDA requirements.
- In collaboration with RTMs, monitor staffing schedules based on staffing ratios indicated in a person's PCP. May need to provide coverage, as necessary, during emergency situations.
- Coordinate residential expansion efforts by visiting potential clients and/or caregivers as directed.
- Coordinates the move in of new resident(s) and preadmission information as requested.
- Provide weekly (or as directed) checks of all service and medication books; responsible for reporting errors/omissions promptly to the residential operations director.
- Completes Site Review Checklists
- Coordinates and participates in direct support staff training by orienting new staff, arranging for staff to attend training sessions and supporting ongoing staff development.
- Ensures that incident reports and flow charts are accurate and submitted within established time limits.
- Initiates or follows up on maintenance requests utilizing established procedures for submitting and notifying the on-call supervisor after hours.
- Attends monthly house meetings.
- Participates in DDA training and works to become thoroughly versed in the implementation of COMAR and DDA policies/regulations.

Person Centered Support

- Ensure clients receive the tools and assistance necessary to implement and achieve their PCP goals.
- Ensure that the health and safety needs of people receiving support are met, consistent with regulatory bodies and COMAR regulations.
- Participates in the PCP planning process, assists in developing goals, attends, and advocates for the person at the PCP meeting.
- Ensures the delivery of the draft and final PCP document by responding quickly to all clarification and CSC requests.
- In compliance with HIPPA regulations, communicates with families, provider agencies, representatives of governing bodies, community members and advocates on a regular basis

regarding a clients' needs and/or progress.

- Ensures quality leisure activities are planned and conducted.
- Responsible for maintaining program files.
- Other duties as assigned.

EDUCATION/EXPERIENCE:

- BA/BS Degree in human services, education, psychology, or related field preferred.
- High School/GED Required.
- Three to Five years of supervisory experience working with people who have a diagnosis of developmental or intellectual disability.
- Previous supervisory experience as the coordinator, or above, level at a DDA or like agency, required.
- Thorough working knowledge of DDA rules and regulations.
- Must have a valid driver's license and an acceptable driving record as determined by criteria established by the agency.
- Must provide proof of car insurance.
- Must be able to lift 25 lbs.
- Must be fluent in Microsoft Office Suite and have comfort with case management software.
- Must be willing to work flexible hours per the needs of the agency.