

**Job Title:** Assistant Residential Program Manager

**Reports to:** Residential Program Manager

**Revised:** 12/2021

**Summary:** Assists the Residential Program Manager in most aspects of program management, with the exception of hiring, evaluation, disciplinary action, and termination of staff. Provides assistance, support, and training to Residential Supported Living Specialist to ensure complete and quality services are being provided to participants. Also works directly with participants providing support and training in the activities of daily living as guided by each client's individual service plans (personal, medical, positive behavioral support, financial, etc.) The Directors of Quality Assurance and Residential Services will assign and periodically reassign Assistant Managers to program sites as needed.

This is a non-exempt position, requiring contribution to SEIU, Local 925.

Wage Range: \$19.25 - \$23.00 per hour

**Qualifications, Education, Experience:** Upon hire, the Assistant Residential Program Manager must have high school diploma or equivalent education, and two years experience working with individuals with disabilities or commensurate experience. Associate's or Bachelor's degree in relevant field of study is preferred. Must have a current Washington State driver's license with a good driving record and must pass a background check and read, understand and agree to abide by Village Community Services' Policies and Procedures. The Assistant Program Manager must be capable of relating to individuals with disabilities in a respectful adult manner, be able to use good judgment, and be a positive role model and representative of the agency. Assistant Program Managers must also possess a mature, flexible and patient personality when working with clients and support staff.

**List of Training and Other Requirements to be completed after hire. VCS pays for all required training hours, fees, and certifications:**

5-hour DDA Safety Orientation

30-hour on-site training and peer coaching

40-hour CORE training

1<sup>st</sup> Aid/CPR renewed every two years

Blood borne pathogens annual recertification

Driving record abstract

Background clearance and fingerprinting

Peer Coaching Certificate (DDA)

Nurse Delegation within one year. NAR license obtained prior to Nurse Delegate core training and renewed yearly.

Community Protection training if working with Community Protection clients, optional for other staff.

12 CE (continuing education) credits yearly, after first year of employment.

Signed policy 6.12 on file (mandatory reporting); renewed yearly.

## **Description of Essential Qualifications and Duties:**

### **Program Management and Leadership**

- Must display sound judgement and the ability to problem solve and support clients and Residential Support Services staff
- Well informed of participant learning and communication styles, personal goals, lifestyle preferences, behavioral, medical, health, and safety needs
- Show competency in verbal, reading and writing skills and be able to communicate effectively with team members, community persons, families, DDA representatives, vocational providers, and other agencies involved in the provision of services to VCS's Residential clients
- Understand and follow incident and mandatory reporting requirements
- Follow VCS's chain of command policies in communicating essential information and grievances to the Program Manager, Residential Services Director, Executive Directors, and as the chain of command policies dictate, the board of directors as represented by the Board President
- Serve as a mentor and peer coach to Residential Support Specialist personnel
- Provide direct service to Residential clients
- Assist with Residential program site management as delegated by the Residential Program Manager. Common examples of assistant program manager duties delegated by the program manager are:
  - Coordination and recording of staff and client meetings
  - Act as a liaison for information from management to support staff and vice versa
  - Development of staff schedules
  - Development and implementation of client behavioral, medical, and other service plans
  - Weekly reconciliation of client personal financial records and petty cash funds
  - Scheduling of staff as needed to cover shortages, absences, and paid time off.
  - Ensure positive landlord relations by following all lease agreements
  - Inventory and purchasing of needed program supplies
  - Ensure that fire drills and safety checklists are documented on a monthly basis
  - Ensure *Consent* and *Release of Information* forms are completed on a yearly basis.
  - Ensure all financial, medical, positive behavioral support, and individual service plans are current and being followed
  - Scheduling and monitoring of staff assignments related to client activities of daily living
  - Ensure the participant's homes are clean, safe, and well maintained.

- Monitor staff time and attendance record keeping for accuracy and timeliness
- Participate in individual service planning, staff meetings, trainings and conferences
- Perform other duties and special assignments as directed by the Program Site Manager.

**Activities of Daily Living**

- Assure a safe and healthy living environment that a) supports positive behavior b) encourages client success in the pursuit of their values, goals, and relationships c) prevents loss of functioning, and ultimately, d) the achievement of their personal potential at home, work, and in community life
- Assist clients with medication administration, including medications that require a NAR and nurse delegation training. (Secure NAR within one year.)
- Adhere to the government statutes, policies, and Residential values delineated by the Division of Developmental Disabilities
- Provide support and trainings as needed to the participants in daily living skills
- Provide needed support to participants to access the community
- Document and report any changes in the participant’s mental, physical or emotional behavior to the Program Manager
- Safeguard confidentiality of participant records and information
- Accompany and provide the support and training needed to the participants while shopping, during medical appointment and participating in community functions or leisure activities.

**Physical Demands:** Work is primarily performed inside and frequently involves sitting, standing, walking and climbing stairs. It involves lifting furniture, groceries, etc up to 50 pounds, assisting participant transfers from wheelchair to toilet, bed or van. The position requires frequent hand and finger use to manipulate office utensils, supplies, pens, paper, operate office machines such as computers, printers, telephone, copier, shredder, able to read the computer monitor and paperwork. General cleaning and upkeep of participant’s homes and yards may include sweeping, dusting, mopping, cooking, laundry, weeding, raking leaves. Driving agency vehicles is a frequent requirement as well. This may include driving from the residential site to the main office, transporting participants, and attending trainings and meetings.

I have read this job description and had the opportunity to ask questions for further information or clarification. I’m aware of and agree to what is expected of me.

<i><b>Task</b></i>	<i><b>Frequency</b></i>	<i><b>Examples</b></i>
Visual acuity – near and far	C	Reading computer screens and written materials, driving, group presentations
Sitting	F	In office chair at desk, table or computer, driving
Repetitive finger, arm, and hand movement	F	Using computer keyboard and mouse, 10-key calculator
Climbing stairs	F	To/from 2 <sup>nd</sup> floor office from/to ground floor

		building entrance (elevator is available). Assisting clients in the community.
Standing	F	Operating office machines, training seminars, events. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, dressing.
Walking	F	To/from offices and sites within buildings and at events
Pushing/pulling	F	File drawers, desk drawers, printer/copier paper trays. Pushing wheel chairs. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, dressing.
Driving a car	F	To program and community sites, meetings, workshops, etc.
Twisting at waist	F	Moving between computer station and desk. Training/assisting clients with ADL tasks. Assisting clients with activities of daily living.
Kneeling/squatting	F	Retrieving items on floor and from low file drawers. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, dressing, transferring from bed to chair or chair to toilet, etc.
Bending at waist	F	Picking items off table or shelf
Carrying	F	Brief case, portfolios, training materials, file boxes, supplies, books and folders. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, yard work, dressing, transferring from bed to chair or chair to toilet, etc.
Lifting	F	Presentation materials, file boxes, supplies, tables, chairs. Assisting or teaching clients activities of daily living skills, such as cooking, cleaning, dressing, transferring from bed to chair or chair to toilet, etc.
Reaching above shoulder	O	Retrieving/placing binders, books and supplies on a shelf. Assisting clients with activities of daily living, such as cleaning and putting belongings away.
Crawling	N/A	N/A

C	=	Constant (over 70% of the time)	S	=	Seldom (1-10% of the time)
F	=	Frequent (30-70% of the time)	N/A	=	Not Applicable
O	=	Occasional (10-30% of the time)			% denotes estimates

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Assistant Residential Program Manager Signature

Date