

JOB DESCRIPTION
FOR
COMMUNITY LIVING DIRECTOR

REPORTS TO: Vice President of Community Living

SUPERVISES: DSP 1 and DSP 2

GENERAL REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This is not an exhaustive list of all responsibilities, tasks, knowledge, or skills required for the position. Other duties may be assigned.

- **Education Requirement(s):** High school diploma required.
 - **Education Preferences:** Bachelor's Degree in human service or management is preferred.
- **Experience Requirement(s):** A minimum of 5 years of supervisory experience is required.
 - **Experience Preferences:** At least 2 years of IDD experience is preferred. A working knowledge of principals and techniques related to positive behavioral supports
- **Supervisory Experience Requirement(s):** A minimum of 5 years of supervisory experience is required.
 - **Supervisory Experience Preferences:** Experience with supervision of residential facilities is preferred.
- **Certification Requirement(s):** N/A
 - **Certification Preferences:** N/A
- **Driver's License Requirement(s):** Valid Kansas driver's license is required.
- **Insurance Requirement(s):** Must qualify for company insurance coverage.
- **Reading & Writing Ability Requirement(s):** Must possess the ability to read and interpret documents, as well as to write routine reports and correspondence.
- **Math Ability Requirement(s):** Must be able to add, subtract, multiply, and divide all units of measure.

- **Other Requirement(s):** Must be available to work some evenings and weekends. Must have the ability to manage scheduling in a system that may have high turnover. Must have the ability to multitask and prioritize, as well as excellent time management skills.
- **Computer Skills Requirement(s):** A general understanding of how to use basic productivity software, including Microsoft Office, is required; proficiency is preferred.
- **Specific Knowledge/Skills Required:** Must possess the ability to solve practical problems and deal with several variables in situations where only limited standardization exists. Must also have the ability to handle and make rational decision with crisis situations that may occur within the program.
- Ability to pass all required screening processes is necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

LEADERSHIP:

- Be a positive role model for others, treat others with courtesy and respect, and demonstrate professionalism at all times.
- Possess the ability to work independently and with minimal supervision.
- Accomplish both personal and organizational goals by considering varying viewpoints and suggestions, and demonstrating the desire to explore opportunities that positively contribute to the quality of SLI services and business functions.
- Demonstrate the ability to coach and motivate clients and coworkers to achieve to the best of their ability.
- Demonstrate initiative and do not allow barriers to stand in the way of goal achievement.
- Identify potential issues, apply sound judgment, and make clear recommendations for solutions to problems.
- Handle stressful situations and changes with an even temperament and flexibility.
- Ensure adherence to licensing requirements, CARF standards, and all local, state, and federal laws.
- Recruit, interview, hire, evaluate, and when necessary, terminate personnel directly supervised, with the support of the workforce development department.
- Responsible for overseeing and leading day-to-day management of homes and staff as assigned.
- Ensure that all employee evaluations are completed with the employee prior to the employee's anniversary date.
- Ensure personnel action plans are completed in accordance with SLI policies and procedures. Enlist the support of the workforce development department as needed.

- Ensure that medication administration records, progress notes, client goals and objectives, charts, and other required documentation are completed accurately, concisely, and submitted in a timely manner.
- Serve as liaison for community living services with day services, case management, other providers, and all departments within SLI.
- Mentor, guide, coach, and support all staff supervised.

CUSTOMER SERVICES:

- Understand and support the organization's mission, philosophy, and code of ethics.
- Demonstrate support for each person's needs, choices, and participation in the community.
- Respond in a timely, professional, and positive manner to all customers (i.e. clients, families and guardians, coworkers, stakeholders, and oversight entities).
- Interact with persons served professionally and respectfully at all times and respond to their needs in a dignified and timely manner.
- Be familiar with, attentive to, and demonstrate support for the needs and preferences of clients, families and guardians, and DSP's in a positive and productive manner.
- Utilize proactive approach in building rapport with all customers by valuing each individual's unique perspective.
- Prepare for, attend, and participate in all client person-centered planning meetings, BASIS meetings, and other meetings relevant to the overall well-being and care of persons served.

COMMUNICATION:

- Report necessary information to supervisor(s) in a timely manner. Use all forms of communication, such as written, e-mail, incident reports and personal contact.
- Understand instruction from supervisor(s) and carry out instruction with minimal supervision. Contact supervisor(s) when clarification is needed.
- Communicate with all departments, as needed, to ensure the needs of the clients, the staff, and the organization are being met.
- Provide clear, concise, and detailed communication, both verbally and in written reports, documentation, and correspondence.
- Hold regular (at least monthly) staff meetings for the community living department to ensure continuous and accurate flow of information. Accurately record and maintain meeting minutes.
- Maintain ongoing communication with families and guardians by writing and e-mailing the "Monthly Memo." At least monthly, email each family/guardian the update on client activities, special training or drills completed, any new purchases

for the home, and any other general non-client specific information related to the affairs of the home.

- Review all monthly client meeting minutes and complete necessary follow-up.
- Review all client event and medication event records to ensure accuracy, detail, completeness, and legibility. Ensure that any team members and guardians are informed of the incident in a timely manner. Incidents defined as “24-Hour Reports” must be acknowledged, responded to, and processed within 24 hours. Submit all client event records to Health and Safety Coordinator.
- Communicate effectively and in a timely manner with others to ensure the health, safety, and overall well-being of the client.
- Maintain strict confidentiality of client and staff personal information.

TEAMWORK AND COOPERATION:

- Display a team-oriented approach through collaborative group effort, in order to achieve a common goal.
- Function as an active team member of SLI to provide a high quality of service and support. Share relevant and necessary information with team members/coworkers.
- Resolve any disputes that may occur objectively, expediently, professionally, and with integrity
- Work in cooperation with others, participating equally in shared responsibilities and tasks.
- Demonstrate flexibility, a willingness to collaborate, and an individual commitment to a common group goal.
- Participate in scheduled team meetings.
- Assist in the development of processes and systems that allow that facilitate the highest level of work efficiency, effectiveness, and productivity.
- Participate as an active member of the clients’ team.
- Work closely with all service providers involved with the clients’ care.
- Provide cross-training to staff supervised to more effectively and efficiently manage appropriate staff levels.
- Participate in the emergency on-call rotation.
- Promote a positive, friendly, cooperative work environment and ensure that all DSP’s are completing the entirety of their job duties, dividing responsibilities evenly.

POLICY AND PROCEDURE:

- Refer to and follow all SLI policies and procedures.
- Report all violations of policies and/or procedures in a timely manner.

- Adhere to the organization's code of ethics, as well as illness, incident, and accident reporting procedures.
- Adhere to confidentiality and privacy practices
- Provide services in accordance with SLI corporate policy and procedure and within standards for licensing and accreditation.
- Ensure adherence to the budget for each home supervised.

PUBLIC RELATIONS:

- Follow SLI's dress code and represent the organization in a professional manner at all times.
- Be a positive role model and represent a solid public image for constituents and the organization by exhibiting appropriate behavior, dress, and hygiene.
- Participate in community and civic organizations as assigned.
- Immediately report all press inquiries to the Vice President of Development or the CEO.
- Ensure the exterior of the home and lawn are well-maintained and report any issues immediately to the facilities department. Be a good neighbor.

ATTENDANCE:

- Follow assigned work schedule and attend all required trainings and meetings. Notify supervisor(s) of tardiness and absences as soon as possible prior to the shift, training, or meeting.
- Request for time off from set schedule should be submitted to supervisor(s) in a timely manner. Illness or emergency leave will be submitted upon return to work.
- Complete leave requests according to policy and do not abuse leave policy.
- Use work time productively.
- Salaried staff expected to work whatever time necessary to complete job duties; at times, weekends and nights may be required.
- Hourly staff must follow assigned work schedule and hours, unless variation approved by supervisor(s).
- Ensure staff supervised adhere to assigned shift schedules and obtain prior authorization for any variation to the set schedule.
- Ensure the proper and timely submission of each employee timesheet in MITC.

EFFICIENCY AND ORGANIZATION:

- Complete all paperwork in a timely, detailed, and accurate manner, ensuring adherence to deadlines.

- Ensure that staff supervised complete responsibilities as assigned.
- Prioritize and manage job responsibilities efficiently and effectively.
- Respond in a timely manner.
- Utilize resources as efficiently as possible.
- Maintain detailed documentation and data in an organized manner.
- Review all incident, accident, seizure, and illness reports for accuracy, detail, and completeness, and process to appropriate departments according to policy.
- Provide effective on-site orientation and training for DSP's and ensure that all DSP training requirements are completed on time.
- Make sure staff are familiar with and working toward outcome measurement goals related to community living.
- Review and submit all required documents, such as attendance records (submit to accounting), mileage logs (submit to accounting), medication error reports (online; require review), and incident reports/event records (submit to Health and Safety Coordinator). Ensure all documents are completed in their entirety and accurately prior to submitting.
- Prepare a weekly written explanation of all overtime and submit to the Vice President of Community Living.
- Make sure that all emergency drills are completed on time, and that drill forms are filled out accurately and completely. Submit to Health and Safety Coordinator.
- Collect and review all receipts, verify appropriateness of expenditures, and submit to accounting department weekly.
- Follow up on all noted issues resulting from safety and cleanliness monitoring's.
- Ensure that homes are being maintained in a clean, tidy, and organized manner, and that each home has appropriate housewares and kitchen essentials.

ADAPTABILITY AND FLEXIBILITY:

- Handle stressful situations and change with an even temperament and flexibility.
- Demonstrate a sensitivity to, an understanding of, and a willingness to adapt to a variety of communication, learning, and working styles.
- Respond and adjust to changing ideas, responsibilities, expectations, strategies, and processes.
- Demonstrate strong communication, creative thinking, and problem-solving skills.
- Display an optimistic outlook when attempting to overcome challenges.
- Be open to learning and utilizing a variety of job skills, and be willing to work some weekends and evenings.

JOB SKILLS AND JUDGMENT:

- Apply sound judgment and make clear recommendations for solutions to problems.
- Act to ensure the health and safety of all SLI clients, staff, and visitors.
- Plan strategically and make decisions by utilizing all relevant data.
- Display empathy, demonstrate cultural competency, and recognize and celebrate diversity.
- Practice active listening, elicit information, and be open to suggestions and new ideas.
- Seek out reliable information with which to base decisions.
- Accept and provide constructive criticism in order to improve performance.
- Exercise discretion and independent judgment.
- Follow SLI's policy on positive behavior supports and be knowledgeable about specific behavior support plans for individual clients.
- Ensure that all aspects of the home promote the health and safety of the clients who live there.
- Visit each supervised home at least 1-2 times weekly to provide oversight, guidance, and feedback to staff and ensure the home is being properly maintained.
- Conduct weekly reviews of progress notes, goal/learning objective data, MAR, and other required documentation to ensure timely and accurate completion is occurring.
- Interact with, support, and guide all staff in a consistent and fair manner in accordance with SLI policies and procedures.
- Respond to and report all suspected abuse, neglect, and/or exploitation immediately.
- Respond to and follow-up on medication errors immediately.
- Ensure appropriate staff coverage based on the approved staffing pattern and the needs of the clients.

TRAINING:

- Complete required orientation and training in a timely manner.
- Inform supervisor(s) of additional training goals and needs.
- Provide specialized training and mentoring to ensure continued staff growth and development within assigned department.
- Ensure all staff complete training requirements on-time.

COMMUNITY LIVING DIRECTOR	
Physical Demands:	
Required to stand, talk, walk, listen; reach with hands and arms.	
Required to sit, use hands to finger, handle or feel objects, tools or controls.	
Must have the ability to lift and/or move up to 75 lbs.	
Successfully demonstrate the ability to operate multiple types of vehicles.	
Work Environment: Moderate noise level	
Full Time or Part Time	<i>Full time</i>
Hourly or Exempt Salary	<i>Exempt salary</i>
Wage Band	<i>\$40,000-\$70,000</i>
EEO-1 code	<i>Mid-level manager</i>
NAICS	<i>623210</i>
SIC	<i>8399</i>
SOC/OCC CODE	<i>11-9151/3011</i>
Employee Signature / Date	
Workforce Development Signature / Date	