**INTERCEPT HEALTH**

**JOB DESCRIPTION**

**Job Title:** Residential Specialist

**Department:** Community Homes/Fresh START/TLS

**Reports To:** Staff Supervisor

**FLSA Status:** Non-Exempt, Hourly (FT, PT, or PRN)

**Prepared By:** Director, Human Resources

**Prepared Date:** July 31, 2006

**Approved Date:** July 31, 2006; January 30, 2017; September 19, 2017; October 23, 2018; May 2019

**Summary:** The Residential Specialist is responsible for serving as a positive role model for residents. The Residential Specialist contributes to the formulation and implementation of resident treatment plans and works via role modeling to develop socially effective values, attitudes, and behaviors within residents.

**Education &** A high school graduate or GED, with at least one year of experience providing direct services to individuals with

**Experience:** a diagnosis of mental illness and a proven minimum of 90 hours of related classroom training;

An associate degree in a related field with one year of experience working with children with a diagnosis of mental illness;

A bachelor’s degree in a human service-related field from an accredited college or university or a bachelor’s degree in a non-related field with enrollment in a master’s or doctoral program taking at least three credit hours per semester.

**Essential duties include the following. Other duties may be assigned as needed.**

**RESIDENT PHYSICAL CARE**

* Make rounds every half-hour to ensure resident safety (Overnight Shift)
* Facilitate resident medical and other outside appointments, including but not limited to setting appointments, communicating appointments to appropriate staff, and transporting residents. (Day Shift)
* Administer medications as appropriate.
* Review medication records daily for errors and/or omissions, report any discrepancies to Program Manager, and document on the compliance review calendar.
* Maintain and oversee medication records, including but not limited to communicating with the pharmacy to obtain new prescriptions and refills, and all necessary record keeping for same.
* Administer first aid to resident in response to minor medical problems as appropriate.
* Notify Resident Staff Supervisor and/or Program Director of any significant resident medical complaint.

**RESIDENT ACCEPTABLE HABIT & ATTITUDE DEVELOPMENT**

* Keep residents on established awake/asleep and activity schedules.
* Guide residents in personal hygiene techniques and the proper care of their rooms and other living spaces.
* Ensure all cooking pots, pans, and utensils are removed from the strainer, put away, and kitchen is cleaned nightly. (Overnight Shift)
* Assist residents in meal preparation steps. Straighten and clean refrigerator as needed
* Guide and instruct residents in proper housekeeping and laundry procedures; supervise completion of daily chores. (Day Shift)
* Check all rooms according to point sheet and guide residents in the proper care of their rooms. Ensure all common areas are straightened before leaving in the morning (i.e. magazines, video games, books, furniture, etc.) (Overnight Shift)
* Ensure staff bath is clean each morning (Overnight Shift)
* Ensure residents are to school (or other destination) on time (Overnight Shift)
* Use good interpersonal communication skills to gain resident cooperation and resolve resident conflicts.

**RESIDENT BEHAVIOR MANAGEMENT**

* Exercise fair, firm and consistent use of behavioral system (point sheet).
* Exercise appropriate intervention in accordance with the least restrictive alternative to protect resident from harming self or others.

**RESIDENT INDIVIDUALIZED SERVICE PLAN IMPLEMENTATION**

* Contribute to the formulation and implementation of the resident’s treatment plan.
* Interact with all residents in accordance with the treatment plan and the therapeutic process.
* Maintain therapeutic relationships with resident which does not allow self-disclosure of personal or social information.
* Review progress notes and staff log documentation daily for compliance with company standards, report any discrepancies to the Program Manager and document on the compliance review calendar.
* Record accurate and complete information in the resident chart.
* Review each resident chart no less than quarterly to ensure that documentation is current and properly filed.
* Check thermostat for comfortable temperature and note in logbook if too cold or too hot (Overnight Shift)

**OTHER PROGRAM SUPPORT**

* Facilitate resident community meetings.
* Notify Resident Staff Supervisor and Program Director of any unusual events, accidents, medical problems, etc.
* Report any property damage or maintenance concern to the Staff Supervisor.

**QUALIFICATIONS**

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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**LANGUAGE SKILLS**

Ability to listen, read, and understand information and ideas presented through spoken words and sentences. Ability to communicate information and ideas so that others will understand. Ability to prepare and effectively present information to management and other external groups. Ability to present a positive attitude and role model customer service excellence with every interaction.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to understand implications of new information for both current and future problem solving and decision making. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Valid driver’s license, safe automobile, and current and sufficient auto insurance. Behavior management and First Aid/CPR training. Medication Management certification may be required. QMHP certification if applicable.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Ability to travel (to meetings, appointments, etc.) requires the ability to operate a motor vehicle with or without accommodation.
* Contact with internal/external parties requires the ability to hear as well as the ability to communicate verbally.
* Close computer work requires clear vision as well as the ability to adjust focus when returning to other tasks.
* Ability to lift up to 20 pounds.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties require working in office environment with moderate noise level, including computers, printers, ringing phones, copy equipment. Must have the ability to work with ethnically, linguistically, culturally, and economically diverse populations.

**ACCEPTANCE OF JOB DESCRIPTION**

I hereby acknowledge understanding of the duties outlined above and agree to perform them to the best of my ability. I also understand that my performance will be formally evaluated by my supervisor at least annually and that evaluation will be thoroughly discussed with me. I have received a copy of this job description.

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Employee Printed Name

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Employee Signature Date