

POSITION DESCRIPTION

Residential Support Specialist

EMPLOYER	BrightFuture Haven, LLC	REPORTS TO	Residential Program Manager / QP
DEPARTMENT	Residential Services	LOCATION	Spencer / Rowan County, NC
CLASSIFICATION	Nonexempt; direct-care paraprofessional	SCHEDULE	Full-time, part-time or PRN; 24/7 coverage
RECOMMENDED PAY	\$16.00–\$18.00/hour	EFFECTIVE DATE	August 2026

Position Summary

The Residential Support Specialist provides safe, respectful, person-centered support to adults with mental health and/or intellectual and developmental disabilities in BrightFuture Haven’s community-based residential program. The Specialist helps residents build daily-living skills, follow individualized service plans, access community resources, manage health and medication routines within authorized scope, and live as independently as possible. This position maintains required supervision and responds calmly to behavioral, medical and environmental needs while protecting each resident’s rights, dignity, privacy and choice.

Role designation

This is a frontline paraprofessional position under the supervision of an Associate Professional or Qualified Professional, as applicable to the service and staffing plan. The employee does not diagnose, prescribe, independently change treatment plans or perform duties reserved to a licensed professional.

Essential Functions

Person-Centered Resident Support

- Implement each resident’s person-centered plan, crisis plan, behavior support plan and documented preferences as trained and assigned.
- Support activities of daily living, including personal hygiene, grooming, dressing, meal planning and preparation, housekeeping, laundry, budgeting, shopping and use of transportation, while promoting maximum independence.
- Use trauma-informed, recovery-oriented and culturally responsive practices; offer meaningful choices and avoid unnecessary restriction or coercion.
- Encourage community participation, relationships, recreation, education, employment and other personally meaningful goals.
- Maintain required supervision whenever residents are present and follow individualized provisions for any approved unsupervised time.

Safety, Behavioral Support and Emergency Response

- Observe residents for changes in mood, behavior, functioning or health; promptly communicate concerns through the supervisory and clinical chain.
- Use prevention, positive behavioral supports, verbal de-escalation and approved crisis-response techniques; use any restrictive intervention only when authorized, trained and permitted by law and policy.
- Respond to medical, psychiatric, fire, severe-weather, missing-person and other emergencies; call 911 or other emergency resources when indicated and complete required notifications.
- Perform first aid, CPR, seizure response and choking/airway-obstruction procedures within current certification and training.
- Maintain a clean, sanitary and hazard-reduced home; complete safety checks, drills and incident reporting as assigned.

Health and Medication Support

- Assist with or administer medications only when assigned, authorized and competency-validated; follow prescriber orders, medication-administration records and North Carolina medication requirements.
- Never independently start, stop, alter or recommend medication; promptly report refusals, omissions, errors, adverse reactions or condition changes according to policy.
- Support appointments, follow-up instructions, nutrition, hydration, sleep, exercise and other wellness routines identified in the service plan.
- Use standard precautions, personal protective equipment and the exposure-control plan when occupational exposure to blood or other potentially infectious materials is reasonably anticipated.

Documentation, Communication and Professional Conduct

- Complete progress notes, shift logs, medication records, incident reports, service data and other records accurately, objectively, legibly and within required timeframes.
- Participate in shift handoffs, staff meetings, supervision, competency reviews and service-plan implementation; communicate information needed for continuity of care.
- Protect resident information and records in accordance with HIPAA, applicable federal and state confidentiality rules, resident-rights requirements and Brightfuture Haven policy.
- Maintain professional boundaries; prohibit abuse, neglect, exploitation, retaliation, harassment, discrimination, fraud and diversion of resident property or funds.
- Follow all lawful policies, training protocols, licensing requirements and corrective instructions; promptly report suspected rights violations, abuse, neglect, exploitation, safety risks and compliance concerns.
- Perform other related duties that are consistent with the position, employee training and authorized scope of practice.

Minimum Educational and Employment Qualifications

CATEGORY	MINIMUM REQUIREMENT
Age and literacy	At least 18 years old; able to read, write, understand and follow oral and written directions and accurately complete service documentation.
Education	High school diploma or recognized equivalent required by BrightFuture Haven. Relevant postsecondary coursework or credentialing in human services, behavioral health, social work, nursing assistance or I/DD support is preferred.
Experience	At least one year of paid or volunteer experience supporting adults with mental health, I/DD, autism, brain injury, substance-use recovery or other human-service needs is preferred. BrightFuture Haven may accept entry-level candidates who demonstrate suitability and successfully complete required training and competency validation.
Driving	Valid driver's license and insurability under company requirements when transporting residents or driving is an assigned essential function. Reliable transportation to the assigned worksite is required.
Screening	Satisfactory completion of legally required criminal-record checks and registries, including the North Carolina Health Care Personnel Registry review for covered direct-access personnel and federal exclusion screening. A conviction is evaluated in relation to the job and is not treated as an automatic bar except where law requires.
Health and safety	Ability to meet job-related health and safety requirements. Must obtain and maintain required CPR, first aid, seizure-response and airway-obstruction training within the employer's established timeframe.

Conditions of Continued Employment

- Complete organization orientation; resident rights and confidentiality; population-specific mental health/I/DD training; infectious-disease and bloodborne-pathogen training; and all service-specific training required by the individual's plan and assigned duties.
- Demonstrate and maintain competencies required for the assigned population, including technical knowledge, cultural awareness, analytical and decision-making skills, interpersonal skills, communication and clinical support within paraprofessional scope.

- Participate in an individualized supervision plan and receive supervision from an Associate Professional or Qualified Professional as required.
- Maintain medication, crisis-intervention, driver and other credentials only when those functions are assigned; complete continuing education within required timeframes.

Knowledge, Skills and Competencies

Population knowledge	Basic understanding of serious mental illness, I/DD, co-occurring conditions, trauma, recovery, person-centered planning and the effect of social and environmental factors on wellness.
Resident rights	Ability to support dignity, privacy, informed choice, least-restrictive care, cultural and linguistic respect, grievance access and freedom from abuse, neglect and exploitation.
Observation and judgment	Ability to recognize changes in functioning, behavioral escalation, medication concerns and environmental hazards; use sound judgment and escalate promptly without practicing beyond role authority.
Communication	Clear, calm and respectful verbal, written and electronic communication with residents, families, guardians, coworkers, clinicians, emergency responders and community partners.
De-escalation	Ability to maintain self-control, use positive behavioral support and approved crisis-prevention techniques, and respond without punitive or confrontational conduct.
Documentation	Accurate, timely, objective and confidential recordkeeping; basic computer or mobile-device skills sufficient to use scheduling, incident and electronic-record systems.
Teamwork and reliability	Dependable attendance, punctuality, shift-transition discipline, responsiveness to supervision, ethical boundaries and willingness to work collaboratively in a 24-hour service environment.
Safety and infection control	Knowledge of emergency procedures, universal/standard precautions, safe food and household practices, body-mechanics principles and appropriate use of personal protective equipment.

Physical and Environmental Requirements

The following describe the principal physical and environmental demands of the role. BrightFuture Haven will provide reasonable accommodation to qualified individuals with disabilities unless doing so would cause undue hardship or create a direct threat that cannot be reduced by accommodation.

- Frequently stand, walk, sit, bend, stoop, reach and move throughout a residential home and community settings; use stairs when assigned to a site or activity that requires them.
- Use hands for personal-care assistance, meal preparation, housekeeping, documentation, medication packaging and routine household equipment.
- Occasionally lift or carry household supplies weighing up to 25 pounds; assist ambulatory adults with balance, mobility and emergency evacuation using approved techniques. Tasks beyond individual safe capacity must use team or mechanical assistance.
- Perceive and respond promptly to resident communications, changes in behavior or condition, alarms, traffic and other hazards, with assistive devices or accommodations when effective.
- Safely operate a motor vehicle and assist residents entering or exiting a vehicle when driving or transportation is assigned.
- Tolerate variable activity levels, household noise, community environments and indoor/outdoor weather exposure; work around cleaning products and food allergens with required controls.
- Potential occupational exposure to blood, body fluids, communicable illness, contaminated laundry, aggressive or self-injurious behavior and crisis situations; required safeguards, PPE, training and exposure-response procedures apply.
- Remain alert and able to respond throughout the scheduled shift, including an awake overnight shift when assigned. Sleeping during awake-duty time is prohibited.

Work Schedule and Employment Conditions

- Residential services operate 24 hours per day, seven days per week. Schedules may include days, evenings, awake overnights, weekends, holidays, mandatory training and occasional emergency coverage consistent with law and company policy.
- This position is nonexempt. All hours worked must be accurately recorded; overtime is paid in accordance with the Fair Labor Standards Act and applicable North Carolina wage-and-hour requirements. Off-the-clock work is prohibited.
- Regular, reliable attendance and timely relief of the preceding shift are essential because minimum residential coverage must be maintained whenever residents are present, subject to individualized plan provisions.
- Employment is at will unless a written agreement signed by an authorized BrightFuture Haven representative states otherwise. This job description does not create a contract or guarantee of hours, schedule, assignment or continued employment.

Equal Employment Opportunity and Accommodation

BrightFuture Haven, LLC is an equal opportunity employer. Employment decisions are made without unlawful discrimination or retaliation based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, age, disability, genetic information, veteran status or any other status protected by applicable law. Qualified applicants and employees may request a reasonable accommodation for the application process or to perform essential job functions. Medical inquiries, examinations and records will be handled in accordance with applicable law.

Employee Acknowledgment

I acknowledge that I have reviewed this job description with my supervisor, understand the essential functions and minimum qualifications, and have had an opportunity to ask questions. I understand that duties may be revised to meet resident, program, licensing or operational needs, consistent with my training, authorized scope and applicable law. My signature confirms receipt and discussion; it does not alter the at-will employment relationship.

Employee signature

Date

Supervisor signature

Date