

POSITION: HOUSE MANAGER/QUALIFIED PROFESSIONAL (HM/QP)
LOCATION: Harper & Associates-Kinston, NC
REPORTS TO: COO & CEO

POSITION SUMMARY

The House Mgr./QP, functions as the Administrator of the home/homes of which he/she is assigned. The House Mgr./QP oversees and enables teams, residents and families to function at the highest level of competency. Ensuring that the agency's policies, procedures and programs are delivered appropriately is an integral part of this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Establish and Implement Clinical Supervision Plans for Direct Care Staff and provide them oversight, guidance and direction to ensure quality delivery of care to residents.
2. Clinical Oversight – Ensure services align with residents' treatment plans, state regulations, and Medicaid requirements.
3. Supervision & Support – Provide clinical guidance, supervision, and training to Direct Support Staff, including ensuring staff coverage on each shift and monthly supervision meetings with DSP Staff.
4. Assessment & Planning – Conduct Intake with new residents, Develop Person-Centered Plans, Discharge Plans, and Crisis Plans and update them as needed.
5. Monitoring & Documentation – Review staff notes in Therap, maintain accurate client records, and ensure timely compliance with documentation standards.
6. Quality Assurance – Monitor service delivery for effectiveness, identify gaps, conduct monthly drills inspections and implement corrective actions.
7. Collaboration – Coordinate with families, schools, treatment teams, and outside providers to support resident progress.
8. Crisis Intervention – Provide guidance and intervention during behavioral or psychiatric crises.
9. Regulatory Compliance – Ensure the group home meets all state licensing, Medicaid, and accreditation requirements.
10. Staffing and Payroll – Ensure Staff are adhering to their established work schedules and agency personnel policies. Managing the hours of staff and providing a Payroll report to the COO & CEO on a biweekly basis.
11. House Management – Responsible for the overall operations of the home, including managing inventory of food, supplies, maintenance and any other necessary items to help the home run smoothly.

General Responsibilities:

Demonstrates a working knowledge and understanding of

1. the agency's structures services, policies and procedures;
2. job performance requirements;
3. related jobs.

-Respects the cultural and socioeconomic diversity of staff members and residents in care and strives to create a positive relationship within HARL.

-Participates in the agency's Performance Quality Improvement (PQI) program as needed.

**QUALIFICATIONS:**

- Meets the general qualifications for employment as outlined in the Institution's personnel policies.
- Must be at least 21 years of age.
- Must meet requirements for QP - be a college or university graduate with;
 1. a Master's degree in related human service field and one year of full time, post-graduate accumulated experience with the population served, or
 2. a baccalaureate degree in a related human service field and have two years of full time, post-graduate accumulated experience with the population served, or
 3. a baccalaureate degree in a field not related to human services and have four years of full time, post-graduate accumulated experience with the population served.
- Have at least 2 years of successful work experience in the MH/DD field which will include supervisory or administrative responsibilities.
- Meets state requirements as a Qualified Professional.
- Education, experience, skills and abilities compatible with the responsibilities outlined in this job description.

Functions as Qualified Professional:

1. Provides management & oversight for the home, including managing inventory of food, supplies, household needs such as maintenance, repairs and any other necessary items to help the home run smoothly.
2. Provides intake services for prospective residents and their families.
3. Participates in all admission and discharge planning affecting the residents residing in the group homes in their area of responsibility.
4. Develops PCP for each resident in conjunction with that resident's treatment team.
5. Evaluates goal progress and completes monthly progress notes for client record.
6. Schedules and participates in team meetings as needed with treatment team members, including family and guardian, day program, job, case manager, and any other individuals involved in that resident's treatment or that the resident wishes to be present.
7. Ensures compliance with regulations governing group homes licensed under NC DHSR.
8. Reports incidents as required by state guidelines.
9. Develops and maintains a client rights committee.
10. Functions as Qualified Professional and provides clinical oversight and supervision for all Direct Care personnel and services.
11. Provides clinical supervision to ensure acquisition, retention or improvement in skills related to activities of daily living and social and adaptive skills.
12. Provides clinical supervision to ensure that habilitation, training and instruction are coupled with elements of support, supervision and engaging participation to reflect the natural flow of training, practice of skills, and other activities as they occur during the course of the person's day.
13. Oversees duties of residential staff, and assures that duties are carried out in a timely and appropriate manner. Develops a supervisory plan and provides monthly supervision to each Direct Support staff and maintains documentation of supervision.
14. Provides initial and annual required trainings to residential staff and assures that trainings are scheduled and given prior to expiration dates to remain compliant with state guidelines.
15. Provides clinical supervision to ensure that interactions with the person are designed to achieve outcomes identified in the plan of care, as well as to ensure that the resident acquires skills



necessary to compensate for or remediate mental and emotional problems as outlined in the person centered plan.

16. Reviews documentation in Therap, as well as resident records and personnel records and assures accurate and thorough documentation.
17. Attends and participates in monthly & quarterly meetings to include peer review, compliance updates, administrative updates, staff enrichment, and PQI/QA committee.
18. Oversees administrative duties regarding payroll, personnel, financial and budgetary, and quality improvement.
19. Completes monthly progress notes for each resident and makes a part of resident record.

EQUIPMENT:

Ability to operate standard office machines such as copier, computer, fax, calculator, etc. Ability to work within Outlook, Excel, and Word software programs. Must be able to drive and safely transport residents to school, appointments, outings and within the community as needed.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general information. Ability to effectively communicate with others, including managers, clients, customers, and the general public.

CONTACT WITH OTHERS:

Will have regular contact with residents, families, teachers, counselors, supervisors, subordinates and/or other departments as well as outside individuals and groups to represent Harper & Associates, LLC in a positive manner. Contacts outside of the agency where improper handling of situations may adversely affect the agency's image, even though the primary responsibility rests with a higher level of supervision.

MATHEMATICAL SKILLS:

Excellent mathematical skills and the ability to use accounting software and calculator to calculate figures.

MENTAL / VISUAL / AUDITORY DEMAND:

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form and ability to draw conclusions. Specific vision abilities required by this job include close vision, and ability to adjust focus. Must be able to talk and hear both in personal and on the telephone.

SUPERVISION RECEIVED:

Works under the supervision of the COO & CEO.

CONFIDENTIAL DATA:

Complies with agency policies and procedures concerning confidentiality, including payroll, budgeting and HIPPA regulations involving all aspects of client information, which include day to day care of the residents, case records, family information, medical information, psychological services, etc which if disclosed, would have adverse internal and/or external effect, and could result in termination of contract.