



## Job Description

<b>Job Title:</b>	Team Leader (Community Residence)
<b>Department:</b>	Varies
<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Assigned Manager

**Position Purpose:** Team Leader's manage the total operation of the designated community home and the assigned staff. Responsible for health, welfare, and development of individuals supported, and for managing and coordinating all aspects of the assigned community home. Responsible for the supervision and performance evaluations of direct support professionals, including input on corrective action. Responsible for coaching staff to perform at their fullest potential. Responsible for compliance with all applicable state regulations, as well as agency policies and procedures by performing the following duties working from a basic schedule of Monday thru Friday, including varying days and hours, weekends and periodic observation of night shifts. This position requires 24 hour availability to staff and individual needs. This position demands continued use of independent decision making and following all safety and health-related policies and procedures.

### **Essential Duties and Responsibilities:**

- Lead the Residential Team within the home and be responsible for the general management of this group, coordinate activities, procedures and duties.
- Provide community integration and community living training to individuals.
- Support individuals in leading self-directed lives by collaborating with individuals and others to plan and implement supports that build upon individual strengths, choices and capabilities that lead to inclusion into the community.
- Create a person-centered environment of support for the individuals in their quest for more independence and expanded meaningful community opportunities.
- Participate in the development of obtainable outcomes for the individuals' service plan (ISP), document services, outcome and activities scheduled for each individual.
- Follow and Address and assist in the individual's personal care as needed, including dressing, grooming, feeding, toileting, positioning or medical/health needs.
- Interact with the individuals supported in a manner, including language and tone of voice, which is consistent with respect for the individual.
- Complete/ oversee the purchasing of food; and ensure overall individual nutrition (including, but not limited to following of all special diets and diet logs).
- Supervise and monitor individual money management. Verify and submit monthly ledgers to Residential Program Specialist.
- Supervise and monitor petty cash expenditures. Verify and submit ledgers and receipts to office personnel along with tracking forms and vehicle accountability sheets weekly.
- Maintain inventory of individual and agency possessions as required.
- Monitor household cleanliness and safety in compliance with all appropriate regulations.
- Coordinate any facility maintenance or repair by submitting work orders.
- Monitor compliance with fire safety requirements, and ensure completion of monthly fire drills.
- Make entries into staff communication log and individual logs as appropriate.
- Maintain complete individual files with all necessary materials present and updated.
- Develop, coordinate and maintain all home staff schedules, manage overtime hours per pay week
- Monitor absenteeism and tardiness of staff and follow policy and procedure in dealing with problems.
- Maintain daily staffing patterns within all allocated budget necessary to serve individual needs. Provide an explanation for hours in excess of those authorized.
- Primarily approve staff requests for use of PTO. Find coverage for all requests. Cover personally if the situation warrants.
- Work on site directing and coaching the direct care team members in the various treatment approaches
- Assist with selecting, onboarding and mentoring new employees

- Interact daily with direct care staff. Attend to staff concerns, recognize problems, and report or respond to issues as appropriate. Offer on-going support to direct care staff.
- Orient new staff to the facility and train them in specific procedures including but not limited to facility and individual routines, medication administration, record keeping, individual histories & emergency procedures.
- Initially train and consistently update staff in monthly and quarterly individual summaries, petty cash and resident account ledgers, goal plans, fire drills and other tasks as needed.
- Routinely assess training needs of direct care staff, and arrange for, or provide such training.
- Evaluate direct care staff performance during the introductory period and on a regular basis both formally and informally.
- Organize and lead house meetings
- Responsible for monitoring staff documentation and completion of documentation pertaining to overall support of the individuals and for related duties
- Keep supervisor (or assigned designee) informed of any problematic issues or changes with the individual or in the daily operations of Diversified Enterprises.
- Provide training to individuals to maintain current skills, learn new work skills, improve social skills and/or modify behaviors that would interfere with inclusion in the community.
- If applicable, provide transportation of individuals following transportation policies and procedures.
- Complies with all applicable regulatory agency regulations and procedures as well as the policies and procedures of Diversified Enterprises, Inc.
- Performs other duties as assigned.

### **Qualifications/Skills Knowledge & Abilities:**

**Education:** High School Degree or GED. CNA preferred.

**Experience:** Two (2) years' experience or a combination of experience equivalent to an Associate's Degree preferred. One year working with adults with developmental disabilities preferred. One year managerial experience in a similar workplace is desired.

**Other:** 21 years or older, Maintains valid driver's license and insurable under their auto insurance. Ability to pass criminal/registry background checks. Clear tuberculosis screening

### **Skills Knowledge & Abilities:**

- Working knowledge of developmental disabilities
- Effective oral and written communication skills
- Leadership skills
- Working knowledge of computers to allow employee to access computer systems and applications to complete documentation, read and respond to email, and complete required on-line training.
- Ability to work as a team member, maintaining effective inter and intra-agency working relationships
- Ability to achieve and maintain certifications necessary for the job (including, but not limited to, First Aid, CPR, MANDT, Medication Administration).

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- **Safety: Security, Environment, Health:** Maintains an environment that is healthy, safe, peaceful and comfortable, Administers medication in accordance with medical provider directions, Gains and maintains knowledge of health and medical issues for all assigned individual(s) supported, Assists individual(s) supported with healthcare visits, Notifies appropriate supervisor and/or nurse of any health concerns or needs for the individual(s) supported, develops and maintains knowledge of correct lifting, positioning and transferring techniques, as well as the ability to lift 50 pounds. Follows all policies and procedures regarding safety in all environments
- **Rights, Dignity and Respect:** Incorporates time, space, and opportunity for privacy in the life of individual(s) supported, maintains strict confidentiality of all personal information concerning individual(s) supported, Knows, advocates and respects the rights of individual(s) supported, treats all individual(s) supported, families, coworkers and supervisors with dignity and respect
- **Decision making/Judgment:** Must be capable of functioning independently with minimum supervision. Must be able to initiate innovative programs and use good professional judgment in ongoing decision-making.
- **Managing Change:** demonstrates support for innovation and for organizational changes needed to improve the organization's effectiveness; initiating, sponsoring, and implementing organizational change; helping others to successfully manage organizational change.
- **Community involvement:** Demonstrates the importance of community involvement, social interactions, and maintaining relationships, Develops and facilitates community connections and relationships, Assists individual(s) supported in developing and following a person centered schedule, Aids individual(s) supported to participate in activities of their choosing, Provides opportunities for activities in various settings and transportation as needed, Encourages individual(s) supported to be engaged in their community

- **Leadership:** manages change, solves problems and making decisions, enhances business skills and knowledge, values diversity and difference and managing effective teams and work groups
- **Quality and Quality of work:** Correctness in performance of work duties and responsibilities, Tasks are completed with a minimum of errors, Maintains a level of production that is sufficient to accomplish assigned duties, Meets productivity standards and strives to increase productivity, Produces necessary results in spite of unforeseen changes.
- **Compliance:** Achieving a standard of excellence with work processes and outcomes, honoring Agency policies and all regulatory requirements.
- **Managing Performance:** The ability to take responsibility for one's own or one's employees' performance, by setting clear goals and expectations, tracking progress against the goals, ensuring feedback, and addressing performance problems and issues promptly.
- **Customer Service and Excellence:** Exhibits professional behavior towards the individual(s) supported, families, coworkers, and supervisors, Maintains the property of the agency and of the individual(s) supported, Networks with coworkers, the community and other professionals to find better ways to include individual(s) supported in routine life activities, Builds inclusive opportunities in the community for individual(s) supported
- **Professionalism:** Provides positive and appropriate feedback to coworkers, team members, supervisors and agency representatives, Participates in and completes periodic training and certification as required, Mentors and trains new staff to ensure that the workplace is a positive and productive environment, Attends and participates in all assigned meetings, sharing ideas, discussing issues openly and honestly, Maintains confidentiality of records/information according to HIPAA, State, Federal laws and guidelines, Reports all instances of abuse, neglect, mistreatment and exploitation immediately to the appropriate supervisor, Displays conduct in the community that enhances the image of individual(s) supported and the agency
- **Teamwork:** Working as a productive member of a cohesive group toward a common goal, and contributing to team development and effective team dynamics.
- **Written Communication:** Expressing ideas and opinions clearly in properly structured, well-organized, and grammatically correct reports or documents; utilizing language and terminology that is understandable for the reader.
- **Accountability:** Handles and maintains individual/agency finances ethically, honestly and accurately with appropriate documentation and receipts, follows all agency policies and procedures, provides emergency coverage when requested by management, takes initiative in performing additional tasks as needed or as assigned, Provides clear, accurate and timely records and documentation
- **Problem Solving:** Builds a logical approach to address problems or opportunities or manage the situation at hand by drawing on one's knowledge and experience base, and calling on other references and resources as necessary.
- **Results Driven:** Demonstrates concern for achieving or surpassing results against an internal or external standard of excellence. Shows a passion for improving the delivery of services with a commitment to continuous improvement.
- **Interpersonal Communication:** Developing and maintaining positive relationships. Exchanging ideas and opinions in a positive and inclusive manner.

**Environmental:** 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. The incumbent typically works in indoor and outdoor community locations that may include outside weather conditions and is occasionally exposed to wet, hot and/or humid conditions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and taste or smell. The employee must frequently lift and/or move up to 50pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must have good reaction response to protect personal space

**Certifications:**

I have read, understand, and received a copy of this job description.

*Diversified Enterprises is an Equal Employment Opportunity/Affirmative Action employer.*

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Employee	Date	Print/Type Name
Human Resources	Date	Print/Type Name