

**COMMUNITY OPTIONS, INC.**  
**JOB DESCRIPTION**  
**Residential Manager**

**PURPOSE:**

The Residential Manager oversees and participates in the delivery of services in a group home and/or Personal Care Alternative (PCA) environment. The position requires a combination of administrative and direct support work and is responsible for the oversight of programmatic services and supervision of staff in accordance with COI values.

**QUALIFICATIONS**

1. High School Diploma required. Bachelor's Degree in a related area is preferred.
2. One-year management or supervisory experience.
3. Excellent oral and written communication skills.
4. Proficiency in computer skills necessary for documentation and communication.
5. Strong organizational skills.
6. Previous experience working with people with intellectual/developmental disabilities is desired.
7. Valid Colorado driver's license and a good driving record which is acceptable to the COI insurance company.

**ESSENTIAL FUNCTIONS AND DUTIES:**

**Administrative Duties**

1. Work a schedule as instructed by the supervising Program Director. That schedule might change according to staffing situations.
2. Maintain licensing and program approval standards, at the facility level in accordance with State requirements.
3. Maintain financial, client and budgetary records in accordance with State and COI requirements.
4. Maintain security of client funds and financial records in accordance with the Service Plan; balance and reconcile client personal needs funds on no less than a monthly basis.
5. Prepare reports for the Human Rights Committee for select clients as needed.
6. Ensure that the facility is staffed appropriately. Schedule staff hours to minimize overtime and fill vacant shifts with relief staff as necessary.
7. Maintain and review staff timesheets prior to submission to the payroll department.
8. Schedule and monitor staff training and ensure training is completed within required timelines.
9. Communicate with other departments as needed for the care of the residents. Communicate changes in behavior or health status immediately. Effectively communicate with all program areas.
10. Submit all billing in a timely manner to the business office.
11. Participate in On-Call responsibilities on a rotating basis and cover open shifts if coverage cannot be found.
12. Work with others in a positive manner.
13. Work with minimal supervision and recognize situations where assistance is needed.
14. Perform duties and conduct interactions with agency staff, persons served, and the public in a manner consistent with COI values.
15. Deal with stress and stressful situations in an effective, productive manner.
16. Promote and maintain appropriate professional and ethical relationships in accordance with policies, rules and regulations.

## **Programmatic Duties**

1. Ensure each resident's rights within the house are respected and all clients are treated with dignity and respect.
2. Report all incidents of suspected client rights violations, abuse or neglect to the Adult Services Director or designee immediately.
3. Ensure that all residents are provided with access to community activities.
4. Support all residents in developing their potentials in becoming as independent as possible in maintaining a safe and clean household environment.
5. Ensure that Incident Reports are completed and routed in a timely manner; follow up on Incident Reports with any necessary corrective action.
6. When necessary, accurately administer medications to the residents and document as required.
7. Ensure that the facility is clean and sanitary and meets state health standards.
8. Execute programming, implement and chart goals, gather client input for their Service Plan (SP). Participate in the development of the annual SP for each resident.
9. Attend all regular meetings as requested by supervisory or administrative staff members.
10. Plan and implement healthy and varied menus that conform to all diets of the residents and that meet State Department of Health (if applicable) requirements.

## **Supervision of Staff**

1. Provide leadership at the facility level, motivate staff to perform well, recognize good performance.
2. Complete formal evaluations of staff in a timely manner.
3. Monitor staff performance. With input from the Program Director and Human Resource Department, administer disciplinary action when appropriate.
4. Review and respond to all leave requests by staff.
5. Conduct regular team meetings.

## **Training and Other Required Duties**

1. Complete all mandatory training requirements within 90 days of hire; maintain ongoing courses as required.
2. Follow all safety guidelines.
3. Schedule and ensure execution and documentation of fire and all safety drills as required by State and agency policies.
4. Other responsibilities and duties as assigned by the supervising Program Director.

**PHYSICAL DEMANDS/ENVIRONMENT CONDITIONS:** *Work as a Residential Manager can be physically demanding.* Residential Managers spend numerous hours standing and walking and may perform tasks that may be unpleasant (assisting with toileting, changing soiled linens, etc.). In addition, clients may be confused, irrational, agitated, or uncooperative. 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. Additionally, Residential Managers may spend numerous hours at a computer terminal. The physical demands encompassed below are representative of those essential functions that are required in an office-like setting.

1. Residential Managers must guard against back injury because they may have to move clients in/out of beds, wheelchairs, vehicles, and commodes. Residential Managers are trained on/required to follow proper body mechanics and procedures for lifting/moving clients.
2. Residential Managers must frequently lift and/or move up to 50 pounds alone and up to 100 pounds with assistance.
3. Residential Managers must exert up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently.
4. The Residential Manager is frequently required to walk. The employee is frequently required to sit and stoop, kneel, or crouch.

5. The Residential Manager must be able to reach forward, backward and upward with hands and arms as well as use fingers for picking up objects, determining texture and temperature. Use hands to handle, finger or feel and reach forward with hands and arms. Use fingers for grasping, picking, pinching or typing.
6. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Specific vision abilities required by this job include close visual acuity to prepare and/or analyze data, view computer terminals, view written documents and engage in extensive reading.
7. Specific verbal abilities required by this job include expressing or exchanging ideas by means of spoken word. This is especially crucial when detailed or important spoken instructions must be conveyed to other workers accurately.
8. Specific hearing abilities required by this job include perceiving the nature of sounds at normal speaking levels with or without correction, having the ability to receive detailed information through oral communication, and making fine discriminations in sound.
9. Residential Managers may face hazards from exposure to chemicals and infectious diseases. Residential Managers are trained on and required to follow Universal Precautions.
10. Residential Managers must guard against repetitive motion injury because they may make substantial movements (motions) of the wrists, hands and/or fingers.

**SUPERVISION**

The Program Director will directly supervise the Residential Manager. This position is responsible for the supervision of all program direct support staff at the assigned facility.

I have read this job description and can perform all the essential duties of the position with or without reasonable accommodation. Please notify your supervisor if you are requesting reasonable accommodation.

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Print Name

Sign Name

Date