



Woodland Residential Services

HOME MANAGER JOB DESCRIPTION

The Home Manager plays a pivotal role in the provision of services to our clients. This is a multifaceted and demanding position which requires both dedication of time and spirit. The Home Manager will oversee one to two facilities. Those expressing interest in this position should read carefully, the below described duties and be ready to fully commit to these responsibilities before proceeding with the interview process.

Qualifications:

- Ability to get along with a diverse group of people
- Attendant training graduate
- Medication Certification
- CPR/First Aid current
- A thorough understanding of Active Treatment and principles of working with individuals with Developmental Disabilities
- A valid driver's license with a clean driving record
- Must demonstrate an ability to maintain confidentiality
- Must possess a level of maturity that includes an ability to avoid favoritism between staff and to be able to avoid association with gossip

Responsibilities:

Facility Scheduling

- Responsible to develop a staffing schedule for the facility on a weekly basis. The Home Manager must ensure the schedule is developed to meet the current needs of the facility i.e. at least one person on shift who is CPR and First Aide certified, medication certification, NOC shift staff have administrator approval before being scheduled in that shift, no staff is scheduled to work alone with more than two clients (for any length of time), new employees are not paired together alone. In general, a Home Manager must be able to apply common sense to ensure our clients are safe, have their needs met and benefit from all services to which they are entitled.
- All scheduling must be completed in such a fashion as to minimize overtime. In the event of unavoidable overtime, the Home Manager must have the O.T. approved through his/her designated supervisor. Copies of each schedule are required to be given to QIDP and Administrator. When going off call the Home Manger is responsible to leave a copy of the facility schedule to the person who is taking on call.





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- When scheduling, the Home Manager is required to maintain flexibility, anticipating that at any given week employees may call off sick or not report to work. The Home Manager may be required to fill these shifts in order to avoid overtime. Under no circumstances is a Home Manager to leave a shift unfilled prior to a week-end unless that Home Manager is planning to fill that vacant shift.
- The Home Manager is required to stay home with a client who is too ill to attend day program unless approved otherwise by immediate supervisor.
- The Home Manager is required to be on an On Call rotation (please read and sign the On Call Policy and Procedure)
- The Home Manager must keep a weekly call log that matches their phone record.
- The Home Manager is responsible to oversee punches and overtime.
- The Home Manager is not authorized to approve overtime or staff leaving early without prior approval from designated supervisor. It is incumbent upon the Home Manager to communicate this policy to the staff and enforce it on a daily basis.
- The Home Manager shall complete in every instance that overtime occurs, a report on the reason why overtime became necessary, including the name of any staff who was tardy or who failed to show up for his or her shift. The report must be in great enough detail that the reader will have a precise explanation for cause. Repeated staff tardiness and/or absences is grounds for discipline, including termination. The role of the Home Manager in managing this process cannot be overstated.

New Employees

- WRS considers training of new staff and ongoing training for all staff to be of vital importance in the delivery of quality services to our client's and to the Company's continuing success. The Home Manager has a great responsibility in this regard. The manager is the first person in the chain of command for the Direct Care Staff. Although new employees will spend their initial orientation with different members of the Management and nursing staff, it will be the Home Manager who is responsible to ensure the employee is armed with the knowledge they require to be successful in their new position. The Home Manager must be able to recognize that some employees will require more training than others in certain areas depending upon their background. The Home Manager will report these findings to their immediate supervisor and in most cases will be responsible in part to provide that training. It is the intent of WRS that all employees feel well informed and confident in order to provide excellent care and services to our clients.
- The Home Manager is responsible to work with the Human Resources Manager to schedule a complete and thorough orientation that is appropriate to their position and then to oversee the orientation process to ensure the new staff receives training that is more than adequate.





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- The Home Manager will stay in close contact with all new employees to ensure they get off on the right foot and receive good and accurate information, for at least the first 30 days of employment,
- The Home Manager is responsible for working with the QIDPs in scheduling 30 day evaluations for new employees and for communicating to the QIDP any problems with any employees in a timely fashion.
- The Home Manager will, in coordination with the Human Resource Manager assist in the annual evaluation process for DCS.

Facility Systems

- The Home Manager will provide training to the Lead Staff for each facility to closely monitor facility systems.
- The Home Manager will keep in daily contact with the Lead Staff regarding any new issues (client or staff) to ensure continuity of information and communication.
- The Home Manager in coordination with the QIDP is responsible to ensure a good and meaningful routine is in place for each shift throughout the day. This means; staff have a good understanding and working knowledge of all client ISP programs, medical care needs, client individual schedules, and effective time management. Periodic observation of and providing on site information to both Lead Staff and Direct Care Staff will be required.
- The Home Manager will attend client IDT meetings
- The Home Manager must know well, all Woodland Residential Services' systems and ensure they are followed in the facility at all times.

Client Medical Appointments

- The medical aspects of client care will in most cases be assigned to the Client Services Coordinator however, the Home Manager will be aware of client medical conditions, needs and any special medical orders in order to assure staff follow through. There may be occasions in which the Home Manager will be needed to conduct some Client Services Coordinator duties.
- The Home Manager will be on call 1 time per each house assigned during the week during the P.M. shift/NOC (Mon through Thurs) for emergency room visits as needed.

General Duties

- The Home Manager will follow detailed daily schedule as determined by the QIDP/Admin.
- The Home Manager will alternate A.M. shifts between houses that they are responsible to oversee.
- The Home Manager will schedule themselves to work one P.M./split shift per week, per house as a third staff (one of these shifts will be on the HM on-call night)
- Prepare staff schedule for one month at a time and distribute to facilities.
- Prepare and turn in Monday Paperwork (see form) by noon each Monday unless prior arrangements have been made.





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- Ensure balanced work load on all shifts. (prepare Daily Staff Assignment Sheets for entire month and distribute)
- Weekly documentation checks (ISPs, behaviors, MARS, communication log, staff notes, splint logs, seizures etc.)
- Weekly and monthly Home Manager monitoring forms and turn in to the QIDP
- Undergo facility audits with QIDP and/or Administrator at least one time per month (Home Manager monitoring forms to be used as a tool for this audit)
- Schedule fire drills and ensure they are carried out in a manner consistent with regulatory requirements
- Complete an up to date grocery list on a weekly basis which consists of comparing menu needs with items already in stock
- Split bulk groceries between facilities as appropriate
- Filter changes on a Quarterly basis
- Complete a weekly Maintenance Request Form for needed facility repairs with QIDP/Admin approval
- Inventory over the counter medication needs (communicate with CSC)
- Monitor low medication sheets to ensure facility does not run out of routine medication
- Provide for needed items for each client in the facility
- Ensure house cleaning, per cleaning schedule policies, is followed and the house is clean and well maintained (monitor during weekly facility audit)
- Random shift checks for quality assurance purposes
- Ensure continuous and progressive active treatment
- Oversee incident reports; ensure staff have completed reports accurately and contacted the appropriate people as well as assist the QIDP in the investigation process (reports faxed to QIDP office)
- Attend staff meetings for each facility in coordination with the QIDP.
- Arranging for staff to be present at all meetings and reporting to the QIDP those who are not and scheduling in such a way to prevent overtime on meeting days
- Follow up on and train new staff on new ISP programs implemented by the QIDP, as well as all QIDP suggestions
- Maintain open and honest communication with licensed staff, RN, QIDP and Administrator
- Employ a positive attitude while in the facility, in the community and at the day program

