



Residential Program Specialist

Reports to:	Program Manager	Program: 5615 Woodley, LLC
Classification:	Non-Exempt – Emergency	
Date:	04/15/2024	Approved: Executive Director

JOB SUMMARY:

Residential Program Specialists are expected to oversee residents in a therapeutic environment of care that is supportive, calm, and engaging. Residential Program Specialists provide supportive services, including case management to residents. They are responsible for medication monitoring, meal planning and overseeing and assisting residents as they prepare meals and complete household chores. Residential Program Specialist assist residents with their activities of daily living and write progress notes. The Residential Program Specialist are part of a comprehensive and integrated team.

ESSENTIAL FUNCTIONS

1. Contributes to therapeutic milieu of the environment and leads community meetings as scheduled.
2. Monitors medication according to program guidelines.
3. Prepares scheduled and planned meals and snacks for residents, observes dietary restrictions and guidelines of specific residents.
4. Completes all required documentation, including but not limited to: intake paperwork with residents, daily progress notes, incident reports and participates in discharge planning in accordance with program guidelines.
5. Assists residents with activities of daily living, including but not limited to cooking, laundry, hygiene, budgeting, and cleaning.
6. Provides case management and care coordination services.
7. Assists in resolving disputes amongst residents.
8. Ensure that all residents attend scheduled appointments with health providers, including providing transportation.
9. Communicate directly and in writing any observed changes in resident behavior to supervisor or Woodley House clinical staff, and resident's community care providers accordingly.
10. Ensure that residents receive immediate access to appropriate care in the event of a psychiatric or medical emergency.
11. Provides supportive services to residents as indicated.
12. Cleaning responsibilities include but are not limited to the following, as assigned: Clean and sanitize restrooms/bathrooms, Clean, dust, and wipe furniture; sweep, mop, or vacuum floors; empty/clean wastebaskets and trash containers; empty and clean outdoor cigarette receptacles; replace light bulbs; and refill restroom dispensers.

13. Maintain and execute confidential information per HIPAA standards.
 14. Consults with physicians, nurses, dietitians, and therapists to ensure streamlined and top-quality care for residents.
 15. If the Residential Program Specialist identifies signs of a consumer's potential harm to self or others, then Residential Program Specialist will utilize emergency protocols to address situation accordingly and notify Program Manager and Clinical Director or their designees.
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ADDITIONAL RESPONSIBILITIES:

1. Fully cooperates with the organization's compliance and quality improvement program.
2. Participates in staff meetings and trainings as assigned.
3. Performs additional related duties as assigned by their respective supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Demonstrates patience and empathy.
2. Basic understanding of mental health disorders.
3. Basic computer skills i.e., Microsoft Office and Zoom.
4. Exhibits strong organizational skills.
5. Maintains a friendly, encouraging, outgoing and compassionate demeanor.
6. Possesses excellent interpersonal and conversational skills.
7. Possesses excellent problem-solving and conflict resolution skills.
8. Communicates clearly and effectively.
9. Works calmly and efficiently in a crisis.
10. Able to climb stairs and lift at least 25 pounds.
11. Must have a valid driver's license.

EDUCATION AND EXPERIENCE

1. Preferred bachelor's degree in the field of Behavioral Health.
2. If no bachelor's degree, equivalent years' related work experience in the field of Behavioral Health
3. Cultural competence
4. Crisis management skills.
5. Knowledge of medications preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.

In the course of performing the job, this position typically spends time sitting, standing, climbing stairs, walking, driving, carrying (20lbs), and lifting (20lbs). Operating a computer keyboard, firm/strong grasping, and repetitive hand control. Able to complete all forms in personal writing. Makes and receives telephone calls. Use of general office equipment, copier, scanner, fax machine. Subjected to outside environmental conditions.

This job description has been approved by all levels of management:

HR or Manager designee: *Donna Ayurzana*

Employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____