



Job Description

Job Title: Residential Manager
Department: Client Services/Administration
Reports to: Assistant Program Manager

Summary:

The Residential Manager directs and manages the operations of multiple group residences to comply with all rules, regulations, and policies that apply. The Residential Manager is responsible for supervision and oversight of House Supervisors and Direct Care Staff, as well as a variety of duties related to the overall care of individuals with developmental disabilities who reside in Acorn Healthcare Services residential programs. This includes direct care of program individuals and implementation of individual plans (IPs) and behavior support plans (BSPs). The Residential Manager also acts as a Crisis Manager, responding to emergent incidents as they occur. Residential Managers are required to perform all duties in accordance with Home and Community-based Services (HCS) requirements and Acorn Healthcare Services policies and procedures.

Essential Duties and Responsibilities:

- Provides on-call support to all team members, responds to resolve emergent crisis situations.
- Notifies the Assistant Program Manager of crisis response and resolution.
- Supervises House Supervisors, ensuring assigned duties are completed.
- Maintains responsibility and oversight of all staff scheduling for assigned houses.
- Provides and oversees on-the-job training to new and existing Direct Care Staff and House Supervisors.
- Performs regular inspections to verify that cleaning and maintenance of the home is completed as needed;
- Ensures each individual's rights are protected;
- Treats all individuals, coworkers, and subordinates and with dignity, respect, and fairness;
- Administers medications to individuals as assigned;
- Observes individuals for any changes in behavior or health that may have resulted from medication administration;
- Ensures individuals are dressed neatly and appropriately and are groomed at all times;
- Coordinates purchasing activities and conducts regular monitoring visits to verify the provision of nutritional meals based on individual needs and preferences;
- Observes individuals for evidence of injury or bruises and evaluates for changes in emotional and physical status;
- Reports any noted problems to the Residential Coordinator and completes written incident reports;
- Reports all medical related incidents to the delegating nurse;
- Acts as a representative for Acorn Healthcare Services in a professional manner when required, to families, service coordinators, State officials, community partners, local businesses, and employers;
- Maintains confidentiality;
- Provides support to other team members when individuals are exhibiting behavioral issues;
- Performs documentation monitoring to ensure that all documentation is completed accurately and in a timely manner;



- Assists House Supervisors to address reports of unsafe conditions, environment, and equipment, reports resolution to the Administrator;
- Follows safety protocols to foster a safe working environment; and
- All other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Excellent verbal and interpersonal communication skills; ability to communicate clearly with clients and staff members.
- Ability to work in a demanding environment and handle multiple tasks efficiently and effectively.
- Ability to understand and follow directions from supervisor and the ability to gain comprehensive knowledge of regulations and laws.
- Ability to safely and accurately care for people with medical and mental disabilities and to recognize and report any noted concerns.
- Ability to adjust to changing priorities and the various details of the job.
- Ability to work with minimal supervision.
- Must have reliable transportation.
- Must have a basic understanding of intellectual and developmental disabilities.
- Must have a comprehensive understanding of Acorn Healthcare Services policies and procedures.
- Must be organized, attentive to detail, and have effective problem-solving skills.
- Must be independent and able to manage crises.
- Must be excellent with follow up and deadline achievement.
- Must be compliance and mission driven.
- Must demonstrate the ability to professionally represent Acorn Healthcare Services at all times.

Education/Experience:

High School Diploma or GED is required and five years of group home supervisory experience. Must have a valid Texas Driver License with a good driving record. Must be able to pass a background check per HCS requirements.

Working Conditions and Environment

- Works in individual group residence and office environments, with some travel required.
- Normal workweek will be Monday through Friday during regular business hours.
- Required to be on call 24 hours a day, 7 days a week, and respond to crisis calls within 15 minutes.
- Ability to work hours as needed. This includes nights, weekends and evenings. Schedule may change with very little notice.

Employee Signature

Date



Administrator/Program Director Signature

Date