

## **Position Title: Residential Support Specialist**

### **Job Summary**

Provide a supportive and safe environment in a community residential setting which promotes and facilitates growth, independence and community engagement for people who have experienced a brain injury resulting in physical limitations, mental health and/or cognitive issues. Perform responsibilities professionally, in collaboration with other team members in accordance with MHA's Core Values (Respect, Integrity, and Compassion), policies, practices, program funding and applicable regulatory agency guidelines.

### **Position's Essential Functions**

#### **Participant Support and Advocacy**

1. Communicate and interact with participants in a respectful, enthusiastic and encouraging manner that promotes self-esteem and encourages empowerment and self-direction.
2. Assist, teach or monitor participants in a variety of activities such as; personal hygiene and grooming, meal preparation/nutrition, cleaning of residential site, upkeep of personal living space, laundry, personal shopping, establishing healthy lifestyle habits and other personal and medical needs. Maintain upkeep of residence while incorporating participant help/involvement.
3. Adjust and adapt level of support to varying needs of participant. Perform other similar or related duties as assigned or as necessary. Ability to lift, do transfers and provide personal care up to and including total care.
4. Engage, educate and support participants to access community based resources such as substance abuse groups, counseling, educational institutions, libraries, public transportation, social organizations, government sponsored programs, etc. in order to achieve greater self-determination and independence.
5. Empower participants by teaching self-advocacy skills. Act as a liaison with hospitals, clinics, medical personnel, family members and other providers as needed.
6. Assist participant with money management training, budgeting, banking and other financial matters. Track, count, and document the in-house monies (participant funds and petty cash) and expenditures according to MHA policies.
7. Facilitate opportunities for community integration; assist participants in joining community organizations and engaging in recreational activities of their choice and assist in creating natural supports.
8. Provide transportation to participants to ensure that they are able to address their needs (i.e. medical/psychiatric appointments, social engagements, vocational opportunities, etc.) Complete MHA's Driver Awareness training and van driving training, if applicable. Maintain sufficient gas in your tank to provide work duties. Vehicle must be in working condition and able to transport on longer trips when needed.

#### **Participant Health and Wellbeing**

9. Assist in assessing each individual's abilities, interests, and needs to help determine their vision statement in their Individual Service Plan (ISP). Actively implement support strategies as outlined in the ISP and document progress as required.
10. Respond to emergency situations according to MHA, MRC and DDS policies and protocols, including but not limited to pre-crisis/crisis situations, medical events or incidents requiring community emergency personnel. Notify and keep supervisory and other appropriate personnel informed of the situation(s) by speaking with them directly whenever possible.
11. Report and document any incidents of participant abuse (physical, emotional, sexual) or act of omission/neglect to agency management, the Disabled Person's Protection Commission DPPC, or elder services hotline, as applicable.
12. Assist participant with coordinating, scheduling and attending medical, dental and psychiatric appointments when applicable, in cooperation with supervisory staff. Monitor medications and /or health issues with program nurse and document progress and follow-through accordingly. Administer medications in accordance with MAP standards and guidelines. Take, monitor and record vital signs and health-related data, as necessary.

## **Documentation**

13. Complete all program and MHA documentation (including vendor documentation) as specified within required timelines. Perform daily record keeping such as daily logs and data collection. Exchange information with next shift including conducting money and medication counts.
14. Communicate and report in a timely manner all issues, concerns or incidents to supervisory personnel. Complete the necessary written documentation related to particular incidents within mandated timelines.
15. Regularly utilize on-line agency reporting systems; internet based applications (such as the time sheet program); and all programs that are deemed necessary to complete the job. Attend training to strengthen or gain new computer skills as necessary.

## **Safety**

16. Promote a safe workplace environment by identifying and addressing any safety hazards/issues, reporting all employee accidents to Human Resources and participant accidents to supervisory personnel, and following established MHA safety policies.
17. Assist participants to evacuate residence according to program evacuation plan in case of emergency. Conduct and document fire drills according to DDS/MRC regulations and program procedures. Keep exits and ramps clear from snow and debris.

## **Teamwork, Communications, Cooperation, and Continuous Learning**

18. May be required under certain circumstances, including weather-related, to stay longer than scheduled shift and even cover the following shift. May be transferred between programs and shifts based on operational needs.
19. Regularly attend and actively participate in team meetings, supervision meetings and/or other scheduled meetings, seeking guidance as necessary.
20. Attend agency mandated trainings and maintain required certifications. Pursue additional activities and training to enhance job knowledge and competency which afford opportunities for professional growth.
21. Demonstrate professionalism, organization, and good interpersonal skills so that the goals of the participants and the program can be met.

### **Required Knowledge, Skills, and Abilities**

- Valid driver's license, sufficient automobile insurance, acceptable driving record, and a safe reliable vehicle during working hours.
- Demonstrated ability to work independently, manage time, prioritize tasks, take initiative, follow through, and work cooperatively as a member of a team.
- Good oral, written, computer, and organizational skills.
- Demonstrated ability to adapt to the changing needs of the program participants.
- Strong interpersonal skills, patience, caring, and compassion.
- Must be able to pass and maintain certifications in medication administration (MAP), CPR, and first aid.
- Must be at least eighteen years old.

### **Required Education and Experience**

- High school diploma or equivalent (GED). College degree in human services or relevant field is preferred.
- Requires six months of applicable experience. Experience with individuals with brain injuries, mental health issue or developmental disabilities preferred.

### **Physical Demands and Work Environment**

While performing the responsibilities of this job, the employee is required to speak, smell, and hear. They are regularly required to kneel, sit, push, pull, reach, and climb. They are also required to use their hands and fingers to grasp, hold, type, and write. The employee is occasionally required to climb stairs and lift up to forty pounds. Vision abilities required by this job include color distinction, visual inspection, visual perception, and eye/hand coordination.

While performing the duties of this job, the employee is occasionally exposed to inclement weather, vehicles, blood-borne pathogens, and computers/monitors. The noise level in the work environment is usually quiet to moderate. The majority of time for this job is spent indoors.

### Conclusion

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

### ESTIMATE OF PHYSICAL REQUIREMENTS

PHYSICAL EFFORT	RARELY (15%)	OCCASIONAL (15% - 40%)	FREQUENT (40% - 70%)	CONTINUOUS (Over 70%)
Lifting under 40 lbs.			X	
Lifting over 40 lbs.			X	
Dusty Environment	N/A			
Using Oil or Chemicals	N/A			
Standing			X	
Climbing Ladders	N/A			
Climbing Stairs		X		
Sedentary Work		X		
Outside Work		X		
Precision Type Work		X		
Typing		X		
Computer Input		X		
Stooping		X		
Driving			X	
Walking				X
Answering Phone		X		
Bending			X	
Reaching/Pulling/Pushing			X	
Cramped Quarters Uneven Surfaces		X		
Dust	N/A			
Fumes, Odors with Others/Alone	N/A			
Hot/Cold Temperatures		X		

Inside/Outside		X		
Noise			X	
Stand on Concrete		X		
Vibration	N/A			
Walk on Wet Floors		X		
Eye Hand Coordination			X	
Feet (Foot Pedals)		X		
Fingering (picking, pinching, sewing)		X		
Handling (holding, grasping)			X	
Wrist Motion (repetitive flexion/rotation)			X	