

## Community Living Supervisor

### **Job Summary:**

The Community Living Supervisor position is responsible for administering agency policies, programs and practices, which includes planning, organizing, developing, implementing, coordination, and directing supports provided by employees in the residential environment.

**Position accountable to:** Director of Quality Assurance and Community Living Services

**Position supervises:** Assistant Community Living Supervisors, Direct Support Professionals

**FLSA:** Exempt

### **Essential Functions and Competencies:**

1. Coordinates personnel management by:
  - a. Conducting interviews of applicants seeking employment.
  - b. Facilitating difficult conversations and having authority to hire or discharge employees.
  - c. Overseeing/developing scheduling of open shifts and current employees.
  - d. Providing general agency and job specific orientation and training for new employees.
  - e. Supporting and scheduling on-going employee development.
  - f. Coordinating and conducting employee performance evaluations with department staff
  - g. Facilitating staff meetings and promoting teamwork and delegating tasks and responsibilities.
  - h. Coordinating and implementing employee retention strategies.
  - i. Being available to consult/direct employees via the phone/email at all hours.
2. Coaches and directs employees by demonstrating and teaching the skills needed to perform required tasks:
  - a. Performs the tasks that the direct support staff is given.
  - b. Documents when skills have been taught.
  - c. Anticipates staff needs and provides the required tools to do the job well.
  - d. Builds teams and is prepared to mentor employees.
3. Exhibits a customer service orientation
  - a. Effectively communicates with employees and people supported and maintains a professional demeanor, especially when dealing with challenging people or situations.
  - b. Responds appropriately to the needs of others.
  - c. Approaches problems systematically and creates workable solutions that incorporate agency principals into everyday activities.
  - d. In conjunction with other members of the service team, determines specific goals and objectives for people supported, and the methods by which these goals and objectives can be accomplished.
4. Utilizes needed resources and staffing levels to meet expectations
  - a. Meets deadlines without sacrificing supports or quality.
  - b. Applies sound time management principles to own activities and those of employees.
  - c. Schedules employees and resources effectively-ensuring sufficient staffing to provide effective supports.
  - d. Forecasts staffing, budget and resources requirements.
  - e. Reacts appropriately to changes in schedules or forecasted plans.
  - f. Utilizes community resources in the development of programs and services.

5. Focuses on quality continuously in the performance of daily activities
  - a. Conducts ongoing formal quality reviews to facilitate an environment of excellent support where employees perform at their best.
  - b. Addresses performance issues in a timely and professional manner.
  - c. Adheres to quality assurance plans and communicates with quality assurance representatives to resolve quality concerns.
  - d. Coaches employees to support quality outcomes and fixes problems quickly to ensure consistency of supports.
6. Reviews and approves leave requests, time sheets/time cards, activity logs and CTS units, etc.
7. Responsible for equipment and supply requisition and maintains inventory as required.
8. Responsible for food and supply purchasing; including fiscal responsibility/management.
9. Provides direct support to people with disabilities as dictated by the service plan and role models such supports to staff:
  - a. Assisting with teaching of life skills and promoting people's rights.
  - b. Assisting with lifts and transfers.
  - c. Coordinating, monitoring, and documenting medical supports needed.
  - d. Assisting with personal care supports, dietary needs and concerns.
  - e. Communicating and interacting with people supported.
  - f. Monitoring and maintaining a safe physical environment, practicing appropriate emergency procedures (fire and tornado drills).
  - g. Providing financial assistance and education.
  - h. Developing and demonstrating positive behavior supports.
  - i. Demonstrating the importance of people being active in their community and facilitating community inclusion ensuring employees understand their role in the process.
10. Is safety-conscious at all times
  - a. Maintains a working environment that reduces risk for employees and people supported.
  - b. Maintains cleanliness of the residential environment.
  - c. Conducts monthly inspections and preventative maintenance.
  - d. Intervenes with immediate medical, behavior or emergency situations. This may include agency approved physical intervention techniques, CPR, First Aid, etc.
  - e. Safely uses and maintains on-the-jobs tools (for example, chemicals, equipment, hoysers) and communicates their safe use to employees.
  - f. Trains employees on safety requirements.
  - g. Performs safety plan reviews with employees.
  - h. Maintains Material Safety Data Sheets.
  - i. Responds to employee incident and worker's compensation reports appropriately and timely.
  - j. Monitors interpersonal dynamics among employees to ensure a team atmosphere and to prevent workplace violence.
11. Ensures fiscal responsibility and management by:
  - a. Providing supports to people supported including, but not limited to budgeting, paying bills, and other financial supports
  - b. developing and managing household budgets,
  - c. providing input on materials or services to be purchased and
  - d. completing ledgers and audits of finances for the household and for people supported.

12. Demonstrates leadership through stewardship, ethics and caring:
  - a. Embodies the mission and vision of the agency.
  - b. Treats all employees, colleagues, and people supported with respect and dignity.
  - c. Understands and applies fair practices in all personnel issues.
  - d. Makes ethical decisions at all times.
  
13. Is familiar with, complies with and implements current state regulations as applicable, agency policies and procedures, accreditation standards, and protection of rights for people supported.
  
14. Co-plans, conducts, and attends extracurricular activities, workshops, in-services, classes, ISP's and meetings as necessary.
  
15. Serves on and/or chairs agency committees, focus groups, etc as necessary.
  
16. Provides agency tours and presentations as necessary.
  
17. Ability to transport people supported throughout the community and pick up/deliver supplies and accompany people supported to appointments when needed.
  
18. Serves as an on-call supervisor when needed or assigned.

**Working Environment/Conditions:**

CLS's work with people who may be unpredictable, verbally and physically aggressive and self-abusive; exposed to mental and physical demands including back and muscle strain, stress, loud environments, and works in a variety of settings inside or outside the home/workplace and throughout the community.

Responsibilities/essential functions require the following physical demands and challenges:

- Frequent kneeling, squatting, twisting, crouching, crawling, and bending
- Standing/ Walking (for extended periods of time)
- Lifting and/or carrying up to 50 pounds (may exceed 50 pounds during medical and safety emergency situation) with or without varying amounts of assistance on a reoccurring basis.
- Pushing, and/or pulling (i.e. wheelchairs, moving groceries/supplies, etc.)
- Transfers and/or repositioning people who are not able to move on their own, in a sitting or lying position, to and from their chairs, beds, toilets, floor mats, vehicles, etc.
- Some climbing and balancing (i.e. stairs, assisting people walking with gait belts, etc.),
- Must have the ability to perform CPR and Non-Violent Crisis Intervention(NVCI).
- May be exposed to infectious diseases, bodily fluids, odors, dust, cleaning agents, etc., throughout the day.

**Work Challenges:**

Challenges include learning about the people in order to know how to teach and motivate them, recognizing changes in behavior that may indicate additional services are needed, redirecting and implementing Behavior Support plans, and ensuring other plans are implemented correctly while dealing with maladaptive behaviors. Motivating people to perform up to standards on work, home, and community expectations and instilling pride, confidence, and self-respect in the people served is also challenging. Problems include recognizing manipulative and maladaptive behavior, assisting resistive people, determining appropriate level of intervention, and dealing with equipment malfunctions and adaptations.

**Qualifications:**

- Must be at least 18 years of age
- Minimum of 2 years of college education in human services or closely related field, OR
- Minimum four (4) years of experience in the human services field, OR
- Any combination of education, experience and training that provides the required knowledge, skills, and abilities.

- Basic fluency in oral and written English and fine finger dexterity
- Pass qualifying criminal background checks which includes motor vehicle driving records. Pass a pre-employment drug screening. Upon hire, employees are subject to random and reasonable suspicion testing per Aspire Inc.'s Drug Free Workplace Policy

**Licenses/Required Testing:**

A valid driver's license and evidence of insurability is required upon hire. Must have a safe driving record, have at least 3 years of driving experience, and be insurable under our insurance.

Employees must successfully complete all required agency training in the required time allotted, and recertify annually.

*Every effort has been made to make your job description as complete as possible; however in no way is it stated that these are the only duties you are required to perform. Any one position may not include all of the listed items nor do the listed items include all functions which may be found in positions of this class. Aspire, Inc. reserves the right to make changes to job descriptions, job responsibilities and functions, employment practices, supervisory lines of authority, employment titles, etc. as it deems necessary.*

**By signing this, you agree that you are able to perform all of the required job duties and essential functions of this position with or without accommodations. If accommodations are needed for any of the above essential functions, please contact the Director of Human Resources.**

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Employee Signature

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Date Reviewed

Date revised: October 23, 2019