



POSITION TITLE: Senior Residential Counselor	REPORTS TO: Program Coordinator (Manager)
DEPARTMENT: Services / Residential	FLSA STATUS: Non-Exempt

EXPECTATIONS

Understand and follow Triple C Housing's Compliance Plan, employee handbook, policies, procedures and rules, and its mission, vision and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect, personalization, commitment to our community, and accountability and ownership.

OVERVIEW

The Senior Residential Counselor (SRC) is the Team Leader for managing the assigned residential group home, working closely with the Program Coordinator, and at times, covers in his/her absence. Provide direct care support for consumers, staff, and assigned residents. Coordinate and delegate activities to ensure seamless program operations, covering 24 hours per day and supported by the Residential Counselors carrying out the day to day program activities. Independently promote wellness and recovery initiatives for consumers, oversee coordination of group activities and ensure compliance with regulatory bodies, and agency policy and procedures. Promotes consumer wellness and independence by developing Individual Recovery Plans, establishing goals and monitoring progress, to ensure continuity of care and progression of consumer's independence.

[As per NJAC 10:37A-7.2(b)], duties minimally include: onsite services and support; communicating observations and information about the consumer to the Program Coordinator, RN and treatment team; supervising and organizing group activities, i.e., recreational and/or socialization activities; coordinating transportation; provide residential counseling and support; crisis intervention services (not including crisis intervention counseling), documenting observations, information and services in progress notes; documenting non-clinical and non-medical portion of the comprehensive assessment; documenting comprehensive service plans; taking the lead in individual service coordination; participation in staff scheduling, training and orientation; and assistance with facility management. Provide on-call support.

RESPONSIBILITIES

Service/Compliance:

- Communicate, coordinate and ensure compliance with Division of Mental Health and Addiction Services (DMHAS), Centers for Medicare and Medicaid (CMS), and other governing bodies, as well as agency policy and procedures.
- Promote wellness and recovery activities using evidence based practices inclusive of motivational interviewing (MI), Illness Management and Recovery (IMR), Wellness and Recovery Action Plan (WRAP), and Integrated Dual Disorders Treatment (IDDT).
- Manages the group home and consumers while supporting residential staff in daily activities to ensure program commitments are met.
- Manage group home staff in daily activities to ensure program commitments are met and ensure 24 hour coverage is maintained.
- Collaboratively works with residential counselors and consumers in assessing consumer needs and develop service plans within agency guidelines. Develops and completes IRP plans with family and program input on a scheduled basis, and determines the need for modifications as necessary. Encourage family and natural supports involvement in consumer's lives and as documented in the IRP.
- *In coordination with residential staff, directs and assists with programming, activities of daily living, to include, but not limited to: personal hygiene, money management/budgeting, household chores, laundry, meal planning, shopping, meal preparation, community engagement and involvement, access and coordinate benefits and entitlements, medical case management (supports consumers in scheduling doctor's appointments, filling prescriptions, etc.), employment, transportation navigation, education, as well as attend community functions and or meetings with the consumers.

- Coordinates transportation and plans recreation and social activities; coordinates community engagement.
- Oversight of medication supervision within agency prescribed guidelines and assures compliance with all policies concerning medication supervision.
- Completes and maintain reports and logs as required, i.e.: medication tracking log, communication log, attendance reports, progress notes, case notes, etc. timely and accurately. Ensures all reports are up to date, accurate and meet policy standards.
- Leads preparation and engages participation of Medicaid and licensing audits.
- In coordination with the Program Coordinator, facilitates consumer groups, focusing on common educational themes such as budgeting, meal planning, social and recreational planning.
- Plans and participates in special consumer related functions, e.g.: community nights, sponsored functions, etc.

Service Related:

- Implement and maintain program structure, systems and procedures to effectively run the residence, ensuring the safety and well-being of the consumer residents.
- Promote consumer independence, developing Individual Recovery Plans (IRP) targeting areas in need of assistance; monitor progress; consult with team; and recommend changes when needed.
- Collaborate on crisis prevention and intervention plans for consumers, as needed.
- *Responsible for establishing, with the assistance of residential staff, consumer programming as aforementioned in the areas of independent living.
- Completion of medication tracking and education for consumers of residence, assuring all policy standards are followed.
- Participate in agency on-call rotation, following established protocol, as scheduled.

Administrative/Financial:

- Participate in maintaining chart compliance according to program requirements and within established agency protocols.
- Ensure weekly progress notes, case notes, IRP updates, assessments are done within prescribed timeframe.
- Responsible for oversight of petty cash as well as securing consumer funds as needed, safeguards assets and submits reconciliations.
- Prepare timely and accurately, weekly and monthly reports, to include home inspections, life and fire safety inspections and vehicle inspections. Reports on areas requiring remediation.
- Represent agency at community/outside meetings and functions.
- In absence of Program Coordinator, prepares weekly reports and required documentation as instructed.
- Assist staff with documentation, interventions and community contacts.
- Assist with staff training and orientation.
- Consult with Program Coordinator, RN, and treatment team on a regular basis regarding occupancy standards, billing logs, etc.
- Document observations in the communication log so as to ensure that other staff members in the home are informed of daily observations.
- Report any facility issues to maintenance for repair.
- Report any vehicle issues to fleet management company or facilities coordinator.
- Secure consumer funds when necessary, under the direction of the Program Coordinator.
- Responsible for fire drills, safety inspections, vehicle inspections, home inspections, etc.
- Complete annually required trainings.
- Completes special projects and tasks as assigned.

KNOWLEDGE/SKILLS/ABILITIES

- Possess leadership skills with team work as a focus of supporting staff.
- Ability to work with difficult situations, exercising good judgment and discretion.

- Strong organizational skills, detail oriented and ability to handle multiple priorities in a fast paced, changing environment.
- Effective oral, written and electronic communication skills.
- Ability to speak, read and write English; bilingual a plus.
- Demonstrate and promote cultural sensitivity and professionalism.
- Ability to operate motor vehicle (car/minivan) safely, using defensive driving techniques.

REQUIREMENTS

- Bachelor's degree in Mental Health or Human Services from an accredited college or university or the equivalent of four years work or life experience/education in the field.
- One year of related experience providing psychiatric rehabilitation and clinical mental health services in a residential setting.
- Ability to read, write and speak the English language; bilingual a plus.
- Knowledge of Microsoft Office, and ability to navigate technology.
- First Aid and CPR certifications.
- Possess valid driver's license in state of residence and driving record in compliance with Agency policy.

PHYSICAL REQUIREMENTS

- Use of standard office equipment (telephone, fax, copier, computer, etc.).
- Proper and safe use of normal household items.
- Moderate physical effort in order to assist consumer in home environment with daily living activities, as well as perform day to day tasks.
- Some lifting may be required, in addition to walking, standing, sitting, stooping, bending, and driving.

Print Employee Name: _____

Employee Signature: _____ Date: _____

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as requested by their supervisor in accordance with Triple C Housing guidelines.

Requirements are representative of minimum levels knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship.