

## **STATEMENT OF JOB:**

The Residential Program Manager (RPM), is responsible to provide support to the Clinical Manager and Facility Manager/Program Administrator to help assure that all clinical and program activities are completed properly. In addition, the RPM manages the Direct Support Professional 2's, serves as a Team Leader (when assigned), provides oversight and guidance to the training of new staff; coordinates weekend activities; monitors facility needs. Additional responsibilities include management of the Vehicle Safety and client transportation activities including supervision of the Transportation Coordinator/Driver. This is a full-time position.

Reports to: Clinical Manager and Facility Manager/Program Administrator

## **JOB RESPONSIBILITIES:**

### **1) Essential**

- a) Comply with all Success Rehabilitation, Inc. policies and procedures as stated in all company manuals.
- b) Be familiar with the mission of Success Rehabilitation, Inc. and work towards assuring that mission is integrated as part of all job efforts.
- c) Primary Liaison with Clinical Manager, Program Administrator, Clinical Team, Nurses to report and follow-up on identified client and unit issues
- d) Promptly report all significant incidents, crisis situations and other client/staff developments during shift per chain of command and complete proper documentation
- e) Implement and document outcome data as specified by Clinical Team.
- f) Support the Clinical Manager:
  - (1) Assist in data collection to update client programs
  - (2) Disseminate clinical material
  - (3) Assist with development, implementation, tracking and documentation of predicted outcomes and client overviews
- g) Responsible for oversight of assigned staff:
  - (1) Manage and provide feedback to all Direct Support Professionals & Residential Program Coordinators (RPC) on an ongoing basis.
  - (2) Monitor compliance with SRI attendance and punctuality policy on a regular basis
  - (3) Prepare annual performance evaluations of all DSP 1 staff they manage in conjunction with the RPC's.
  - (4) Assist in the investigation and management of DSP I and RPC staffing complaints. Report findings and recommendations to supervisor. Carry out approved plan as determined with supervisor
- h) Support the Scheduling Coordinator
  - (1) Assist in reviewing schedules for coverage needs
  - (2) Communicate with DSP staff & RPC's regarding availability to cover shifts impacted by scheduled PTO and PTO not previously scheduled
- i) Provide weekend support to both the On-call and SDTP Department with regard to staffing and activities

- j) Responsible for monitoring of successful completion of Unit or Section requirements by assigned staff:
  - (1) Client activities
  - (2) Coordinate weekend client activities
  - (3) Documentation – review of all documentation to assure appropriate notes and signatures
  - (4) Safety issues – assure all safety issues are identified, reported and addressed
- k) Schedule transportation for clients as necessary:
  - (1) Medical appointments
  - (2) Food shopping
  - (3) Personal and company leisure activities
  - (4) Approved home visits
- l) In coordination with the Nursing Department, oversee the medication administration per SRI policies.
  - (1) Ensure semi-annual practicums are completed
  - (2) Ensure all med errors are completely investigated and appropriate follow up is enacted in accordance with SRI policies
- m) Responsible for Orientation and training of new staff.
- n) Complete all daily documentation fully and per procedures.
- o) Working with Director of Admissions, ensure appropriate tasks are completed prior to admission. Notify team timely if there are any issues.
- p) Function as Team Leader *when assigned*:.
  - (1) Plan/organize day's activities and staff assignments
  - (2) Monitor/supervise staff to assure that staff complete assignments as required, client schedules maintained, changes made as necessary
  - (3) Communicate with staff/Administration/ Clinical Team/On-call on an ongoing basis to assure any issues or changes are addressed
  - (4) Manage/problem solve any issues as they arise
  - (5) Complete all documentation as required
- q) Work in residential areas and day program as assigned.
  - (1) Provide assistance to clients per ADL Profile as required
  - (2) Provide transportation for clients as necessary
- r) Serve on SRI Committees as assigned
- s) Follow all Safety Policies and Procedures and use proper safety techniques as needed.
- t) Meet company policy on attendance and punctuality

**2) Non-essential**

- a) Regularly attend and participate in staff meetings
- b) Attend all required training
- c) Report any noticeable facility/client maintenance issue to Program Administrator using established procedure.

**JOB QUALIFICATIONS:**

- Minimum 3-5 years' experience at SRI with performance ratings of Proficient or Advanced or comparable experience in human services, preferably brain injury
- Experience in a supervisory or leadership position
- Excellent verbal and written communication skills
- Demonstrated ability to establish rapport with other staff and clients
- Associate Degree or Bachelor's Degree in a field related to Human Supports preferred

- Have and maintain annually CBIS Certification (preferred), or Success Brain Injury Certificate program, both which include 10 hours of brain injury education per year

**LICENSES AND CERTIFICATIONS**

- Valid Driver's License

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Signature of Employee

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Date

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Printed Name of Employee