

POSITION DESCRIPTION

CLASSIFICATION TITLE:

Consumer Services Specialist II

POSITION TITLE:

Developmental Services Residential Counselor

GENERAL STATEMENT OF RESPONSIBILITIES:

This (FLSA Non-Exempt) position is responsible for the provision of supported living residential services under the direction of the Eastern Shore Community Services Board.

General responsibilities include:

- The day-to-day instruction and supervision of daily living skills and activities for adults with mental retardation;
- Assisting consumers in self advocacy, and
- Assisting with the maintenance of the facility.

In carrying out position responsibilities the incumbent reports to and receives supervision from the DS Residential Supervisor. The incumbent is required to exercise sound judgment, maintain confidentiality, and develop and implement well-organized services for the specified population.

MAJOR DUTIES:

- Safeguard the health, safety, and civil rights of all consumers;
- As needed, assist consumers in performing their daily living skills and in meeting their personal care needs, to include assisting in meal planning and preparation, money management, toileting, bathing, dressing, and as applicable, transferring consumers to and from a wheelchair;
- Assist in developing and implementing PCPs;
- Complete required consumer-related documents, to include quarterlies, progress notes, checklists, and other required documentation;
- Maintain and safeguard consumer records as directed;

- Assist Supervisor with arranging medical care, keeping medical appointments, and arranging for medication needs as required;
- Transport ambulatory and non-ambulatory consumers, properly maneuvering, aligning and securing wheelchairs in vans as needed;
- Assist with consumer medication inventory and self-administration;
- As assigned, maintain accurate and up-to-date financial information on each consumer;
- In the absence of the Residential Supervisor, acts as Supervisor's designee performing those duties as necessary;
- As requested assist with maintaining and managing consumer petty cash funds;
- Assist in the development and implementation of behavior modification programs;
- Provide positive role model for consumers;
- Provide supportive counseling;
- Assist consumers in the acquisition of required community services;
- Assist in the maintenance of the cleanliness and safety of the facility, completing safety and sanitation inspections as directed and cleaning as necessary to assist consumers;
- Attend consumer staffings as requested;
- As directed, assist with the supervision of other staff;
- Perform other job-related duties as directed by the DS Residential Supervisor or DS Residential Coordinator.

QUALIFICATIONS:

The incumbent should have direct care experience with the population served as well as experience developing and implementing consumer programs and possess the following knowledge, skills, and abilities.

Knowledge of: The DD population; development and implementation of PCPs; the development and implementation of behavior modification programs; supervisory techniques; consumer program/progress documentation; generally accepted safety procedure, medication management and supervision; oral and written communications.

Skill(s) in: Implementing policies and procedures for service delivery; implementing consumer PCPs; supervising staff; monitoring service delivery programs; assisting consumers in performing daily living skills and in meeting personal care needs to include being physically able to assist non-ambulatory consumers as needed; completing required documentation; medication management and supervision of medication self-administration; working effectively with DD adults; transporting population as required; communicating effectively; organizing time.

Ability (ies) to: Develop and implement PCPs exercise sound judgment; supervise subordinate staff; problem solve and handle emergencies including assisting incapacitated consumers; plan meals, manage a fixed income; assist consumers in meeting their daily living and personal care needs; complete required documentation; transport ambulatory and non-ambulatory consumers, maneuvering, aligning, and securing wheelchairs in vans as required; sustain effective inter- and intra-agency working relationships; and maintain confidentiality.

The incumbent must have a valid driver's license and a satisfactory record.

HIPAA Access Level: 2=access to all consumer information

ORGANIZATION LOCATION:

EXECUTIVE DIRECTOR

DS PROGRAM DIRECTOR

DS RESIDENTIAL COORDINATOR

DS RESIDENTIAL SUPERVISOR

DS RESIDENTIAL COUNSELOR

SALARY &/OR HOURLY RATE RANGE:: Classification Level VII

EFFECTIVE DATE: July 1, 1997

POSITION DESCRIPTION CONTENT:

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

SIGNATURES:

DS Residential Counselor

Date

DS Residential Supervisor

Date

Executive Director

Date