

**enAble of Georgia, Inc. (enAble)**  
**Job Description – Support Manager, Residential**

**Reports to:** Director of Residential and Medical Support Services

**Supervises:** Support Associates and Lead Support Associates

**Knowledge, Skills & Abilities:**

- Minimum 3 years experience in providing person-centered services to individuals with developmental disabilities.
- One year experience in management and staff supervision in a direct support setting required.
- Strong organizational ability.
- Excellent written and oral communication skills.
- Must be proficient in Microsoft Office including Outlook and Word.
- Strong problem-solving ability.
- Experience with and/or understanding of issues surrounding developmental disabilities such as autism, Down syndrome, and Fragile X syndrome.
- Experience with and/or understanding of issues surrounding conditions such as epilepsy, diabetes, and impaired mobility, speech, hearing, or vision.
- Strong people skills, sense of professionalism, and team approach to achieving individual supports for people with disabilities.
- Excellent record keeping skills, report writing abilities, and capacity to clearly communicate and demonstrate understanding of information.
- Ability to prioritize and effectively manage time.
- Knowledge, understanding, and use of people first language.
- High School Diploma or GED.
- Must pass a criminal background check and drug screening.
- Minimum 21 years of age.
- Valid GA Driver's License that meets the agency insurability requirements.
- Requires a combination of sitting and standing.
- Must be able to work a varied schedule.

**Desired Impact:**

The Support Manager provides leadership, supervision, and coordination to the team of Support Associates and Residential Support Leaders at the assigned residential location(s) to ensure that support services provided:

- are responsive to desired personal outcomes and support needs of each person served using person centered planning approach
- protect the health and safety of each person served
- are in full compliance with state, federal, and CARF licensing standards, Accreditation Standards and enAble policies and procedures at all times
- operate within approved budget line items
- establishes collaborative relationships with each person served and family members.

## **Essential Job Functions:**

1. Understands, practices, and upholds the Mission and Vision of the agency.
2. Actively learns about the interests, preferences, support needs, and skills of each person served and empowers them to accomplish hopes and dreams through direct interaction, observation, insights of staff, team members, and family members.
3. Establishes and maintains a professional relationship with the family members of persons served and continuously facilitates the family connection with staff and persons served.
4. Coordinates the work of the staff team to ensure that each person served receives needed support that allows him/her to live according to interests and preferences, learn new skills, and gain exposure to new experiences in an environment which ensures health and safety as well as guarantees each individual's rights.
5. Supervises, coaches, and trains Support Associates and Lead Support Associates through a variety of approaches including, but not limited to: facilitation of regular team meetings, monitoring work performance, being a role model, as well as providing feedback, individual coaching, and teaching conflict resolution.
6. Prepares and posts staff work schedules timely and ensures coverage for staff absences by utilizing float staff, temporarily implementing other creative staffing arrangements, and on occasion working shifts when no other substitute staff is identified in order to minimize overtime.
7. Ensures the work of the staff team to ensure that enAble policy for household cleanliness & full compliance with state, federal, and CARF licensing standards are maintained at all times.
8. Ensures completion of monthly facility inspections and identifies the need for repair and maintenance of the interior and exterior of the home including its furnishings or equipment routinely. Submits requisitions for repair/maintenance for needed repairs and/or furnishings.
9. Completes performance appraisals as required by enAble policy in a timely manner.
10. Conducts panel interviews and selects candidates for staff vacancies with supervisor and including persons served and support staff in the process.
11. Consults with Director of Residential and Medical Support Services regarding proposed disciplinary action up to and including termination for non-performing staff members.
12. Continually monitors the health and well-being of individuals served by direct observation, communication with family members, feedback from Support Associates, and the review of Event Notes, Communication Logs, and all Medication Administration Records, including those for PRN and over-the-counter medications.
13. Ensures that persons served receive prompt medical care for any and all emerging health concerns by accompanying individuals to physician's offices, the urgent care center or the emergency room and/or assigning other staff members to fulfill this responsibility when appropriate.
14. Provides on-site training to newly assigned staff on the support needs of each person served and all required topics included on the training checklist. Completes and submits all on-site training documentation to the Staff Training Coordinator within 30 days of the newly assigned staff's first day of training at the service site.
15. Maintains full knowledge and compliance with enAble Policies & Procedures.
16. Ensures that all required support documentation for people served is correctly and accurately completed and submitted as required. Documentation requirements include, but are not limited to: Changeover Reports, Event Notes, Goal Implementation Forms, Incident Reports, Behavior Incident Reports, Medication Administration Records (MARs), Medical Appointment Forms, Medication Error Reports, Weight Charts, Seizure Records, and Medicaid Attendance Sheets.
17. Ensures all Support Associates work closely with the persons served to prepare menus that reflect good nutrition and comply with individual special dietary requirements while ensuring that personal preferences are respected and supported. Ensures an adequate food supply to prepare the scheduled meals.

18. Assists in preparation for, attends, and contributes in all service planning meetings, including the annual ISP meeting of each person served.
19. Verifies that all prescribed medication is ordered and received from the pharmacy to allow for timely and complete compliance with physician orders.
20. Regularly maintains and manages cash and bank accounts as well as monitors other personal funds accounts of persons served as required by agency procedures. Regularly monitors the household cash and bank accounts of residential sites. Submits the balanced financial records of persons served to the appropriate department and the financial records of the residential sites to the financial department monthly.
21. Assists individuals with managing their personal funds account. Submits requisitions for needed and desired items per individual. Ensures that balances do not exceed Medicaid limits. When funds and personal assets do not exceed Medicaid limits assists individual in the spend-down process.
22. Actively participates in the agency's ongoing effort to continually improve the quality of services provided and the effectiveness of the agency's operations by sharing ideas and insights.
23. Verifies staff time-sheets are completed accurately and work is performed per agency and Fair Labor Standards. Submits payroll records to the financial department on schedule.
24. Works in conjunction with the Staff Training Coordinator to ensure that their training and all staff supervised by him/her participate in required training within timeframe specified.
25. Schedules and monitors completion of fire and other emergency drills as specified in state licensing requirements and agency policies and procedures.
26. Works collaboratively with persons served, other agency staff, and family members, to effectively identify and schedule community social and recreational events for persons served.
27. Observes confidentiality requirements concerning the affairs of the persons served, staff, and the agency.
28. Maintains valid CPR and First Aid Certification, has an up-to-date PPD, and Defensive Driving Certification.
29. Performs many other duties as assigned.

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