



Job Description: Support Associate (Residential)

Reports to: Support Manager

Knowledge, Skills & Abilities

- Minimum 21 years of age
- H.S. Diploma or GED
- Must pass a criminal background check and drug screening
- 1 year experience providing support services in a similar environment preferred
- Valid GA Driver's License with an acceptable MVR record
- Must be able to lift at least 30 to 50 lbs from floor to waist and from waist to shoulder
- Requires a combination of sitting and standing
- 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.
- Proficient record keeping skills, report writing abilities, and capacity to clearly communicate and demonstrate understanding of information.
- Ability and willingness to personally assist with and/or coach: self care skills such as personal hygiene, grooming, bathing, dressing, health, fitness, and self-administering of medications; home care skills such as meal preparation, cleaning, and laundry; interpersonal skills such as communication, social interaction, and relationship building; and other activities of daily living such as shopping, money-management, and community involvement.
- Knowledge, understanding, and use of people first language.
- Ability to identify and use all resources available to provide support to individuals as well as perform job duties independently and collaboratively within a team environment.

Position Summary: The role of the Support Associate involves working directly with adults with developmental disabilities to lead a self-directed life. The Support Associate is also expected to act as a first-line, positive role model for individuals served by demonstrating through his/her attitudes and actions, appropriate behaviors and social interactions. Additionally, the person in this role is to advocate for people served with communicating their needs, preferences, and self expression, as well as help them realize their aspirations and personal goals on a daily basis.

Essential Job Functions

1. Actively learns about the interests, preferences, support needs and skills of each person served through direct interaction, observation, insights of other staff team members, family members etc.
2. Establishes collaborative relationships with each person served, co-workers, family members and other people who are important in the individual's life.
3. Empowers each person served to make informed choices, exercise rights and make decisions by providing support, information and exposure to new experiences in the areas including, but not limited to: recreation, daily living skills (shopping, meal preparation, laundry, money management, cleaning, etc.) health & nutrition, participation in community activities.
4. Teaches skills customized to each individual (daily living skills, self care, social skills, communication, etc.) within the daily routine.

5. Provides assistance as appropriate to each individual in personal care and hygiene. (Assistance may include monitoring, verbal prompting, hand over hand assistance or completion of necessary tasks by the Support Associate).
6. Works as a member of a team to ensure that EnAble standards for household cleanliness & full compliance with ORS, DHR, & HUD licensing standards are maintained at all times.
7. Assists each person served with self-administration of medication in the manner specified by EnAble.
8. Maintains full knowledge & compliance with EnAble Policies & Protocols (Reference copies are maintained at each location).
9. Correctly and accurately completes required documentation including, but not limited to: Activity/Event Notes, Med Error Reports, Incident Reports, Behavior Incident Reports, Medication Administration Records (MAR's), Medical Appointment Forms, and Time Sheets.
10. Prepares meals for individuals/assists individuals served with meal preparation ensuring that food served complies with weekly menus and special dietary requirements of individuals served
11. Reviews Event Notes, Medical Appointment Forms, and Communication Logs at the beginning of each shift for any and all days since the last shift worked to identify any changes, concerns or needs that may require follow-up.
12. Observes and monitors each individual during each shift to identify any changes in health status or other concerns. Takes responsibility to obtain medical care and accompanies individual to physician, dentist or emergency room as needed.
13. Implements individual's ISP Goals and follows Behavior and Positive Strategies support plans as written and documents progress as directed.
14. Provides safe transportation to individuals served by EnAble. Monitors facility and van maintenance and reports any unsafe items to supervisor.
15. Observes confidentiality requirements concerning the affairs of the individuals and the agency.
16. Has consistent and predictable attendance. Works as a dependable team member by working scheduled hours and using proper procedure in the event of absence.
17. Completes a minimum of 16 hours of in-service training per year, with at least four (4) hours completed in each quarter meeting all requirements as specified by EnAble.
18. Maintains valid CPR and First Aid Certification, has an up-to-date PPD, and Defensive Driving Certification.
19. Practices and upholds the Mission and Vision of the agency.
20. Performs other duties as assigned.

Signature and Date

Please Print Name

Revised 11/12/2009



Job Description: Lead Support Associate

Reports to: Support Manager

Supervises: Coordinates the work of the staff team to ensure the needs of the individuals served are met

Knowledge, Skills & Abilities:

- Minimum 21 years of age
- H.S. Diploma or GED
- Must pass a criminal background check and drug screening
- 2 years experience providing support services in a similar environment strongly preferred
- Valid GA Driver's License with an acceptable MVR record
- Must be able to lift at least 30 to 50 lbs from floor to waist and from waist to shoulder
- Requires a combination of sitting and standing
- 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.
- Proficient record keeping skills, report writing abilities, and capacity to clearly communicate and demonstrate understanding of information.
- Ability and willingness to personally assist with and/or coach: self care skills such as personal hygiene, grooming, bathing, dressing, health, fitness, and self-administering of medications; home care skills such as meal preparation, cleaning, and laundry; interpersonal skills such as communication, social interaction, and relationship building; and other activities of daily living such as shopping, money-management, and community involvement.
- Knowledge, understanding, and use of people first language.
- Ability to identify and use all resources available to provide support to individuals as well as perform job duties independently and collaboratively within a team environment.

Desired Impact:

The Residential Support Leader serves as a role model for Support Associates in the provision of direct support to the individuals served and provides on-site training& coaching, coordination and oversight to the residential staff team to ensure that:

- the support needs of each resident are met
- the health and safety of each resident is protected
- the residence and the services provided meet EnAble and licensing standards at all time.

Essential Job Functions:

1. Actively learns about the interests, preferences, support needs and skills of each person served through direct interaction, observation, insights of other staff team members, family members etc.
2. Coordinates the work of the staff team on assigned shifts to ensure that each individual served receives needed support services.
3. Actively fulfills all the responsibilities of a Support Associate, as listed in the Support Associate Job Description.
4. Coordinates the work of the staff team on assigned shifts to ensure that *EnAble* standards for household cleanliness & full compliance with ORS, HUD, and DHR licensing standards are maintained at all times.
5. Provides input to the Support Manager in assessing performance of Support Associates
6. Continually monitors the health and well-being of individuals served by direct observation, verbal feedback from Support Associates and the daily review of Event Notes, ISP Goals, Communication Logs, MAR's and Over the Counter Medication Records.
7. Ensures that individuals served receive prompt medical care for any and all emerging health concerns in accord with agency policy and procedure
8. Maintains full knowledge & compliance with *EnAble* Policies & Protocols (Reference copies are maintained at each location).
9. Completes a daily review of reports to ensure proper completion and documentation: Medication Administration Records, Goal Implementation Sheets, Event Notes, Attendance Records, Changeover Reports, etc.
10. Ensures the implementation of ISP goals as required and the provision of all support services as required.
11. 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.
12. Participates with the Support Manager in ensuring a current staff schedule and menu are posted, and adequate food and other supplies are obtained and maintained.
13. Participates with the Support Manager in managing the finances of the household and individuals served.
14. Participates with Support Manager in filing documents, maintaining records, and completing month-end reports.
15. Verifies that all prescribed medication is ordered and received from the pharmacy.
16. Provides input to the Support Manager in developing the agenda for and assisting with leading staff team meetings.
17. 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 in staff meetings.
18. Observes confidentiality requirements concerning the affairs of the individuals and the agency.
19. Completes a minimum of 16 hours of in-service training per year, with at least four (4) hours completed in each quarter meeting all requirements as specified by *EnAble*.
20. Maintains valid CPR and First Aid Certification, has an up-to-date PPD, and Defensive Driving Certification.

21. Practices and upholds the Mission and Vision of the agency.

22. Performs other duties as assigned.

Signature and Date

Please Print Name

Updated 11/12/09



Job Description: Residential Support Manager

Reports to: Director of Residential Support Services

Supervises: Support Associates and Residential Support Leaders

Knowledge, Skills & Abilities:

- Minimum 3 years experience in providing person-centered services to individuals with developmental disabilities
- 1 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 have regular and predictable attendance
- 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 ORS, DHR, and HUD 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 people served and continuously facilitates the family connection with staff and people served.

4. Coordinates the work of the staff team to ensure that each individual 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 Residential Support Leaders 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 ORS, DHR, and HUD 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 people served and support staff in the process.
11. Consults with Director of 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 individuals 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 Training Coordinator within 30 days of the newly assigned staff's first day of training at the service site.
15. Maintains full knowledge & 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 (MAR's), Medical Appointment Forms, Forms, Medication Error Reports, Weight Charts, Seizure Records, 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 ORS 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 the people served.
27. Observes confidentiality requirements concerning the affairs of the individuals 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.

Signature and Date

Print Name



Job Description: Support Services Leader

Reports to: Director of Support Services

Supervises: N/A

Required Knowledge, Skills & Abilities

- The position requires knowledge of an advanced type requiring a B.A. in Social Service field or eight (8) years experience in the field.
- Minimum five (5) years experience working with individuals with developmental disabilities
- Experience in person-centered planning preferred
- Ability to lead and facilitate groups in person-centered planning processes
- Active listening skills and ability to think creatively
- Strong verbal and written communication skills
- Strong organizational ability
- Highly self motivated and self-directed
- Ability to handle difficult and emotional decisions that are life changing for the people we serve
- Ability to handle stress associated with multiple assignments and deadlines while relying on other employees and non-employees for cooperation
- Current CPR & First Aide Certificate
- Qualified to serve as a PCA in Georgia (if assigned personal support responsibilities)
- Valid GA driver's license and ability to provide your own transportation to various appointment during the work day.

Desired Impact:

The Support Service Leader provides leadership in the development of person-centered services that assist the individuals served and key individuals important in the individual's life (family members, EnAble support staff, friends, employers and representatives of community organizations/groups) in:

- Identifying and implementing meaningful goals and strategies for achieving goals
- Clarifying and defining support service needs
- Integrating priorities, goals and strategies identified in the person-centered planning meeting into the annual Individual Service Plan (ISP)

Essential Job Functions:

Person Centered Planning & Individual Support Plan Development/Implementation

1. Plans and facilitates person-centered planning meetings that involve key individuals in each consumer's life in accord with EnAble policy and procedure and emerging best practices in the field of person-centered planning
2. Serves as the primary EnAble contact for Support Managers in planning Individual Support Plan (ISP) meetings and ensures that the ISP document reflects goals and objectives identified in the EnAble person-centered planning meetings and effectively guides the provision of service
3. Equips and trains support service staff members to implement goals and support needs identified in the ISP
4. Monitors implementation of services and consumer progress and initiates addendums and/or revision to the ISP as needed.

Case Management

1. Monitor and protect consumer benefit eligibility ensuring Prior Authorizations and DMA-6's and all associated paperwork is obtained.
2. Resolves issues and problems if and when they arise for assigned consumers
3. Maintains ongoing communication with financial programs manager and families regarding in problems or delays in obtaining needed documents (DMA-6's, PA's, etc.)
4. Ensure correct prior authorizations are obtained for all changes in service or location
5. Creates two client files (one for house and one for office) for all new North Fulton consumers.
6. Enter information for new North Fulton consumers into the EnAble consumer database.

7. Generate a face sheet for house and office files for North Fulton from EnAble Consumer Database.
8. Create and maintain an ISP file (current/previous year) for all North Fulton consumers.
9. At years end, purge all North Fulton client files in front office and transfer purged material to records room in warehouse and file in appropriate client file for each client.
10. Assist Director of Quality Improvement and Staff Development to file North Fulton client records, ISPs, client goals, and event notes according to EnAble Policies and Procedures.

Staff Development

1. Assists with New Hire and/or In-Service Training as needed
2. Recommends changes/additions to training curriculum/course offerings

Consumer Self-Advocacy & Rights

1. Serves as a member of the EnAble Human Rights Committee and participates in quarterly meetings
2. Identifies, plans and/or implements training opportunities and support for consumers in the area of rights and self-advocacy.

Other

1. Participates in the weekend on-call rotation
2. Serves on agency committees and task forces upon request
3. Must be able to work variable hours needed to complete the responsibilities of the position.
4. Creates own schedule based on needs of the role that is approximately a 40 hour work week.

Signature and Date

Please Print Name

Prepared: 1/8/08