

Community Living Connections, Inc.
Community Support Manager

Definition:

Under the supervision of the Division Manager, the Community Support Manager (CSM) is responsible for the day to day operations of assigned programs. The CSM maintains and monitors services provided by CLC assuring high quality standards of residential support and compliance with CLC's policies and procedures. The CSM is responsible for the supervision of Direct Care staff assigned to work in the homes of the people supported.

Examples of Work Performed:

- Provide direct support in the homes of people CLC supports.
- Act as an advocate for the people supported.
- Oversee the day to day operations of assigned programs. Remain actively involved in the provision of services and be aware of potential problem areas and plan courses for corrective action.
- Monitor and maintain quality, person centered services which address personal satisfaction for individuals by implementing CLC's mission, philosophy, and values.
- Work cooperatively with applicable Care Teams to seek out and secure services necessary to assist individuals in achieving their life goals.
- Coordinates necessary medical services and equipment.
- Transport and accompany individuals to appointments, work sites, and other activities as needed.
- Work cooperatively with an individual's representative payee to establish and maintain monthly budgets.
- Uphold CLC's Residential Standards, which may include communication with landlords and assisting individuals with household moves.
- Ensure rules and regulations relative to the program, the health and safety of individuals and protection of individual personal and property rights are followed.
- Be familiar with current company HIPPA regulations. Utilize company policies and procedures regarding HIPPA to ensure each individuals' privacy.
- Ensure compliance with any contracts, local, state or federal regulations that may be applicable.
- Provide notifications regarding critical incidents immediately as well as provide updates to the Care Team on a regular basis.
- Communicate with Division Manager and Director of Supported Living on the coordination of services on a regular basis.
- Communicate with Division Manager regarding any program changes related to individuals, employees or program needs.
- Maintain regular communication with funders, service providers, family members and guardians regarding the preferences and needs of individuals. Coordinate regular meetings.

- Attend scheduled trainings and meetings and apply what is learned to the service needs of people.
- Complete detailed monthly reports, and maintain other records and documentation that may be required per CLC standards and submit in a timely manner.
- Complete intake packet when applicable for individuals new to CLC.
- Provide leadership, supervise and support all levels of assigned staff to actively monitor the quality of service to individuals.
- Act as Administrative Contact for programs and employees.
- Provide initial and ongoing training for support staff. Work with Human Resources to ensure training standards are met.
- Ensure staffing schedules meet the needs of the individuals.
- Communicate hiring needs and staffing changes to Human Resources. Complete required documentation as required.
- Conduct second interviews with applicants and create employee base schedules.
- Coordinate and conduct regular staff meetings.
- Timely process payroll and attendance records as needed.
- Consult with Division Manager and Human Resources to take any progressive disciplinary action with employees.
- Must be available on a 24-hour basis, via phone or in person as needed, to respond to emergency situations and staff coverage issues.
- Carry the emergency cell phone on a rotation basis.
- Arrange for delegation of critical duties when off duty or on an approved leave.
- Other responsibilities as required and assigned.

Skills, Knowledge and Abilities:

- Knowledge and commitment to provide person-centered services to adults with developmental disabilities.
- Demonstrate leadership ability to motivate and monitor staff performance and development.
- Ability to maintain strict confidentiality and respect for all people supported and employees of Community Living Connections.
- Ability to represent CLC in a professional manner.
- Ability to establish and maintain effective professional relationships with individuals, funders, service providers, family members and guardians and employees.
- Ability to proficiently communicate orally, and in writing, in the English language is required.
- Ability to effectively communicate verbally, and through written materials, is essential.
- Ability to effectively present information one-on-one, in small group and large group situations with individuals, families and guardians, employees and others as necessary.
- Ability to organize and maintain accurate and complete records.
- Ability to manage multiple priorities simultaneously and accurately.

- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form is necessary.
- Possess proficient computer skills.
- Possess good time management skills.

Training and Experience:

- Must be at least 18 years old.
- A degree in the Human Services field, or the equivalent, and at least two years of experience working with persons with developmental disabilities preferred.
- Supervisory experience preferred.

Driving Requirements:

- Access to a vehicle in good working condition, a WI driver's license, an acceptable driving record and proof of insurance, which meets CLC 's standards, is required for this position.

Physical Abilities:

The following physical abilities have been deemed necessary. As with all required abilities, any reasonable accommodations will be made should an employee be unable to perform a required duty based on a disability as defined by the ADA.

While performing the duties of the job, the employee is regularly required to stand, walk, reach with hands and arms, talk and hear. Additional physical requirements to perform job duties are push, pull, squat and stoop, bend and kneel. Should be capable of lifting up to 50 pounds. Specific households may require additional lifting capabilities.

Signature of Applicant/Employee

Date

Effective: 03/21/2018