

LAKESHORE COMMUNITY SERVICES, INC.

NAME: COPY **ID#:** COPY
POSITION TITLE: Program Specialist
STATUS: Non-Exempt
EFFECTIVE DATE: COPY

Program Specialists function as team leaders and members of teams that are responsible for the care and instruction of individuals living in community residential homes in accordance with state, federal and Agency guidelines. Program Specialists contribute to the creation of a safe, healthy emotional and physical environment for individuals. They follow established programs and interact with each individual in a manner consistent with normalization principles, which indicate that the experience of the individuals living in Lakeshore programs should be as typical of that of any other person living in the community. Reports to Program Director.

The satisfaction of the individuals supported through Lakeshore Community Services; Inc. is essential. The Program Specialist is expected to assist individuals, family members and others with concern and empathy; respect their confidentiality and privacy and, at all times, communicate in a courteous and respectful manner.

ESSENTIAL JOB FUNCTIONS

Complete all direct care responsibilities including cooking, cleaning, daily hygiene, consumer activities, and medications administration.

Ensure Individual Support Plans (ISPs) are implemented as written.

Complete monthly and quarterly reviews of ISPs and assist in reviewing all ISPs on a quarterly basis, noting both progress and problems, and evaluating the continuing appropriateness of each goal, or the possible need for revision. Complete individual's bi-annual assessments.

Attend all individual medical, dental, financial, psychiatric and other appointments as directed by Program Director (PD) or Registered Nurse (RN). Coordinates transportation to appointments as needed; and documents the results of each appointment. May delegate some appointments to direct care staff with approval from PD.

In cooperation with the individual, ensures all medication is dispensed and logged according to CRF procedures. Ensure medication is refilled one week before it is emptied.

Ensure that the atmosphere at the CRF is supportive and helpful.

Initials _____

Ensure that everyone receives all the specialized services available to meet his/her needs.

Ensure that residents receive either formal informal counseling during times of personal need or stress.

Note and consider all comments and suggestions made by the Supports Coordinator during monitoring visits and communicates information to PD.

Perform all duties in accordance with agency policies as required by appropriate licensing regulations. Perform all other related duties within the scope of the position as needed.

Responsibility for the supervision of staff to ensure appropriate conduct, policy and procedure compliance, as well as the overall management of the residential group home. This includes the accountability of staff for any infractions that occur or violations of agency rules of conduct.

STANDARDS OF BEHAVIOR

The following standards of behavior are a necessary component of this position. Lakeshore Community Services expects professional and courteous behavior in all situations.

COMMUNICATION AND COURTESY

Act as a role model for individuals supported and others in appropriate dress and behavior.

Maintain a professional and appropriate level of communication with family/guardians, day program staff, advocates, and support services personnel. Use appropriate agency procedures for reporting concerns and/or complaints.

Assist maintaining effective professional relationships with internal and external sources.

Ensure and safeguard confidential treatment of consumer protected health information in written, oral and electronic form maintained and obtained during your work with Lakeshore Community Services, Inc. Share information gained in your relationship with a consumer with only those appropriate persons specifically concerned with the consumer and for the purpose of carrying out treatment, payment, or health care operations.

Notify the appropriate Waiver Residential Administrative staff of problems concerning residents.

Initials_____

TEAMWORK

Consistently work in a positive and cooperative manner with others.

Take responsibility for your actions.

Consider impact of your actions on others throughout the agency.

Demonstrate flexibility to perform direct care duties wherever necessary within the program, including open shifts at alternate locations as requested by the PD.

Perform on-call duties as assigned. Perform direct care duties in the event of a call-off.

PROBLEM SOLVING

Demonstrate sound judgment by taking appropriate actions regarding questionable finding or concerns. Use appropriate agency procedures for reporting concerns and/or complaints.

Consistently evaluate work and determine if further steps are needed to meet expectations of the program.

Ensure compliance with regulatory standards.

Adhere to benefit leave protocols.

PRODUCTIVITY AND EFFICIENCY

Consistently demonstrate ability to respond to changing situations in a flexible manner in order to meet current needs, such as reprioritizing work as necessary.

Understand and comply with CRF program philosophy, policy and procedures, and with ODP, DPW regulations.

Assign staff members to specific job duties.

Train direct care staff to facility specific job duties.

DOCUMENTATION

Utilize Daily Communications Log to inform staff of relevant issues. Read and initial all entries.

Assemble and maintain a Medications Administration Log.

Assemble, maintain and monitor individual files for each individual in the CRF.

Enter pertinent individual information in the resident files and daily log as warranted.

Compile for review by the Program Director information for an Individual Service Plan (ISP) for each resident, elicits input from direct care staff.

Initials_____

Schedule and assist Program Director (PD) in conducting bi-monthly, or as, needed house meeting.

Prepare detailed notes and assignments for the third shift and weekend staff. Will prepare and review third shift and weekend cleaning logs.

Review the weekly staff schedules for the CRF and adjusts staff schedule due to absenteeism or illness.

Review and total bi-weekly time & attendance and records benefit time under the Direction of the Program Director.

Complete financial paperwork as assigned by PD.

Maintain accurate records of recreation, grocery and petty cash moneys for the CRF.

PERSONAL DEVELOPMENT

Attend in-service training sessions as required.

SAFETY

Maintain the safety of the residential facility by recognizing conditions which are or could be safety or programmatic hazards, alerts Program Director (PD) and Maintenance Department of safety issues in CRF.

Accept and follow established safety regulations and procedures. Promote accident prevention activities. Report unsafe conditions to PD and Maintenance Department. Follow emergency procedures.

ATTENDANCE

Work all scheduled shifts, as well as complete work assignments in a positive, acceptable manner.

Document all hours work or benefit time appropriately in MITC.

Follow proper procedures for documenting call-offs, late arrivals, and absences of staff. Forward documentation to Human Resources department for personnel files.

Initials_____

PHYSICAL DEMANDS:

Standing/walking	Frequently walking and standing during normal work shift to perform various household duties. Occasionally sits during evening shift and while documenting on charts.
Lifting/carrying	Occasionally will lift and carry various small household items under 25 lbs.; such as but not limited to dishes, pots and pans, food, clothing, laundry, grocery bags, and supplies. At selected homes, occasional lifting may be required during resident transfers, and in emergency/non-routine situations, the associate may have to lower the resident from waist height to the floor (up to 100 lbs.). At selected homes, occasional lifting of a non-occupied wheelchair may be required. The wheelchair will be lifted from knee height to chest height. The wheelchair can weigh up to 60 lbs. Also, at selected homes, one person transfers or lift. Required to perform a two-person lift. Occasionally required to lift more than 50 lbs. To lift more than 50 lbs., assistance required. If at ground level, a two or three-person lift is required.
Pushing/pulling	Occasionally will push and pull home furniture. Must be able to push and pull a vacuum cleaner frequently. Sow removal utilizing a shovel is required. At selected homes, frequent pushing/pulling of an occupied wheelchair is required (up to 150 lbs or more).
Climbing	Must be able to climb three flights of stairs frequently throughout a normal work shift and assist individuals up and down stairs while climbing, at selected homes.
Stooping/bending	Frequently required to be in a forward flexed and bent position such as, but not limited to, while performing household duties, interacting with individuals, and assisting individuals with dressing/bathing.
Kneeling	Occasionally kneeling may be required to aid individuals with daily placement and removal of clothes or shoes or when assisting during crisis intervention.
Handling/grasping	Frequent handling and grasping is required at various parts of the work shift. Grasping of pens, utensils, medications, and small tools as necessary. May be required to grasp or handle individuals during dressing, bathing, and bathroom calls. Handling and grasping of individuals supported may be required to properly resolve non-routine situations.
Reaching	Frequently must reach or place up to 25lbs. at a height between the knee and shoulders. Occasionally reaching is required above shoulders.
Foot/hand controls	Frequent foot and arm control required when operating a motor vehicle to transport the individuals.
Physical Management	Perform one-person physical management including floor restraints when required.
Strength Classification	HEAVY, exertion of 50 lbs. or less of force frequently and able to transfer adult individuals with or without mechanical devices.

ACKNOWLEDGMENT

I have reviewed this job description and understand the duties outline for my position and understand that I am responsible for all duties listed as well as all duties assigned.

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Employee Printed Name_____
Employee Signature_____
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Date Signed

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Human Resources Representative_____
Date Signed