

# Residential Manager

## 1. Position Summary

The Residential Manager (RM) works on a hands-on basis with the residents as required, and provides guidance and support to Residential Care Workers on a daily basis. The RM is responsible for designing client care plans, and programs along with key staff, and sees that they are implemented as directed. The RM is also responsible for managing all administration in the home. The RM is part of a Management Committee that steers and guides the direction of the residential side of operations.

## 2. Qualifications

- Completion of post secondary accreditation in a related field plus two year of experience in a non-profit agency offering residential services, or equivalency
- Strong leader with new, innovative ideas
- Confident public speaker with excellent communication skills and a professional representative of our agency
- Prepared for growth and expansion
- Team Leader and experience with supervising staff
- Previous experience in the development and delivery of residential programming and residential administration
- Superior problem-solving skills
- Proven ability to develop and manage a budget
- Working knowledge of autism and the community of agencies providing services to individuals with autism and their families is an asset
- Basic computer skills and a good working knowledge of Microsoft Word, Excel and Outlook

## 3. Authority

RM oversees the operation of the residence, and other in-house programs by training and supervising staff, managing client and household funds, and by managing all other administration in the home.

## 4. Accountability

- RM reports directly to the Executive Director (ED).
- RM part of a "Management Committee", made up of other RM's, ED and Board Members when applicable

## 5. Corporate Responsibilities

- Fosters positive and constructive interpersonal relationships with the Board of Directors, staff, volunteers, clients, visitors, outside agencies, government officials and related professional associations.
- Demonstrates practices that are consistent with the mission, vision and philosophy of Autism Services
- Maintains and adheres to all relevant legislation.
- Maintains and adheres to organizational policies and procedures.
- Incorporates quality improvement principles in carrying out job responsibilities.

## **5. Job Responsibilities**

### **Programming**

- Develop, implement and monitor all personal support plans on an ongoing basis to ensure their continued appropriateness in accordance with agency policy.
- Develop and supervise the implementation of resident's weekly schedules and activities. Duties include ensuring that the residents are registered for programs, tickets are purchased and travel arrangements to community events have been organized.
- Liaise, case plans and co-ordinate with other community agencies providing support and programming to residents.
- Meet with resident's parents/guardians annually or more frequently if requested (Parents or guardians choice) to update them on the residents programming, trust monies, medical/psychological health and obtain their feedback and address concerns. Each meeting will be documented in resident's file.
- Schedule and annual meeting each year with the residents' complete support team to review and update resident's goal.
- Ensure that the resident's medical and dental needs are adequately met and that appropriate records are kept.
- Responsible for implementation and monitoring of procedures and policy for the ordering, handling, administration, and record keeping of resident medication use in accordance with the agency medication module.
- Assist staff with direct client support on each shift at least once a quarter or ensure cover-off shifts as necessary.

### **Administration**

- Arrange for annual municipal licensing requirements such as public health and fire inspections addressing any deficiencies in order to ensure that the requirements are met.
- Arrange for annual licensing inspection with the Community Living Service Delivery (CLSD), under the Ministry of Social Services and provide the Community Program Consultant with a copy of our Insurance Policy. Address any concerns or deficiencies in order to ensure that requirements are met.
- Monitor the operation of the physical facilities to ensure that the residence is maintained in good working order. Take action on repairs requiring immediate attention.
- Review the condition of the facilities annually and prepare a document recommending specific repairs or upgrades to the facility, equipment and/or furnishings for the next fiscal year.
- Provide estimates of comparative prices on major purchases to the Executive Director.
- On an annual basis complete the agencies' Basic Standard Checklist and develop and implement a plan to address any deficiencies. Together with the Executive Director represent the agency in the Basic Standards review conducted by CLSD which is held at their request.
- Schedule quarterly Occupational Health and Safety meeting and submit minutes to OH&S representative.
- Assist in development, implementation and review of admission procedure for all new clients as necessary.

## **Finance**

- Provide the Director of Finance (DOF) with quarterly vacancy loss reports and review quarterly income and expenditure reports prepared by the DOF as per our CLSD contract.
- Provide input to the DOF related to preparing the annual operating budgets and annual funding submission for the CLSD in December of each year.
- Responsible for the management of the Residents trust accounts including residents clothing and personal spending needs and ensuring that spending is substantiated through documentation provided to the Director of Finance.
- Ensure the appropriate administration and accountability of household petty cash and bank account.
- Responsible for the management of the household accounts and ensuring that spending is substantiated through documentation provided to the Director of Finance.

## **Staffing and Human Resources**

- Along with the Management Committee the RM is responsible for hiring, trainings, orienting, supervising, evaluating on an annual basis, coaching, supporting and disciplining residential staff as required.
- Report incidents to ED requiring disciplinary action as per Personnel Policies and Procedures.
- Create and maintain personnel and attendance files.
- Plan and chair regular staff meetings which include opportunities for team building, conflict resolution and staff recognition. Maintain minutes of the staff meetings. Distribute minutes to staff members who were not able to attend the meeting through email or other appropriate means and ensure minutes are available to staff through an accessible place in the residence.
- Assess the initial and ongoing training needs of all staff ensuring that the requirements of CLSD are addressed.
- Update orientation and training modules on an ongoing basis.
- Co-ordinate and / or deliver orientation and training as well as ongoing in-services as needed.
- Responsible for ensuring that the residence is staffed appropriately according to staffing model and policies, and evaluate schedule staffing model effectiveness on an ongoing basis.
- Collect and approve all staff timesheets and expenses sheets and ensure that they are given to the Accounting Department accordance with the payroll schedule.
- Attend office staff meetings and other meetings as requested and communicate relevant information to their staff.
- Submit a residence report to the Board prior to meeting as required.
- Formally review the staffing schedule and salary scales each year prior to budget preparation.
- Review and authorize salary rates to ensure incremental raises are provided as budgeted.