

Coordinator of Residential Services

\$750.00 Sign On Bonus

WHAT IS A COORDINATOR OF RESIDENTIAL SERVICES? GREAT QUESTION!

The Coordinator of Residential Services is responsible to provide oversight and coordinate the operations of multiple residential programs including program development and compliance, staff supervision and management and administrative responsibilities.

OK, SO WHAT WILL I ACTUALLY BE DOING EVERY DAY?

As a Coordinator of Residential Services, you will provide effective supervision, coaching, and development of house managers. Ensure that house managers are well trained in all aspect of their role. Provide ongoing mentorship. Ensure that houses in the caseload operate smoothly, effectively, and efficiently from a programmatic and financial perspective. Conduct audits in residential to ensure the overall safety and welfare of the individuals supported by New Hope Community. Including but not limited to, Fire Safety, MAR, training records, charts, active treatment, diets, mealtimes, billing, and environmental assessments. Ensure prompt follow-up for internal and external audits. Address any concerns related to individuals or programs promptly and thoroughly. Clearly communicate concerns to the supervisor with possible solutions. Review, analyze and recommend changes to program systems to ensure that all individuals are receiving appropriate supports to meet their individual goals. Review Staffing schedules to ensure adequate coverage and consistency. Monitor training records of staff to ensure that all training is completed. Monitor level of teamwork and provide guidance and support to ensure that all staffs in the house function as an effective team. Conduct investigations as assigned by the Director of Corporate Compliance and meet as required with the Special Review Committee. Provide regular written and verbal reports of any discrepancies discovered in audits as required by the Senior Residential Coordinator. Train and develop Residential Staff on implementation of individual goals and proper billing procedures, ensuring consistency throughout the agency. Develop a procedures manual for new House and Assistant House Managers on pertinent processes within the home and inter-departmentally. Authority to hire and fire employees and makes recommendations regarding hiring, firing, and advancement (such as reclassifications and promotions). Maintain required trainings and documentation as required on the various systems and logs provided

WHAT CHARACTERISTICS ARE YOU LOOKING FOR IN YOUR RC'S?

An effective Residential Coordinator will have a positive attitude and a history of leading others. The ability to work with peers effectively. A RC must have excellent written and verbal communication skills as the position will juggle the needs of the staff and people we support simultaneously. RC's are responsible for the training and development for new staff members that join the team through coaching and mentoring, as well as responsible for employee evaluations. This includes, but is not limited to, the implementation of agency policies, procedures, and initiatives. RC's also serve as the primary contact for the family members of the people we support, so the ability to communicate clearly and respectfully is essential.

WHAT CERTIFICATIONS OR SKILLS DO I NEED TO BE A RC?

A Bachelor's Degree in a Human Services field preferred, a clean/valid NYS Driver's License and the ability to lift/push/pull 50lbs. Also, 3-5 years practical experience working with people with developmental and other disabilities. Knowledge of OPWDD regulations. While prior supervisory or leadership experience is required, please know that we provide excellent, ongoing staff training and development experiences for all our staff to ensure you have the knowledge and skillset necessary to do your job well!

WHY WOULD I WANT TO WORK AT NEW HOPE COMMUNITY?

New Hope Community is a dynamic organization providing the highest quality of programs and services to people with intellectual and developmental disabilities. With a reputation as one of the region's best employers, New Hope promotes from within and thrives on a diverse workforce dedicated to improving the lives of the people it serves.

As a premier employer in Sullivan County, employing approximately 650 staff members. Our staff members enjoy a large variety of benefits including; Excellent Hourly Wages, Bonuses, In-Depth Training, Advancement Opportunities, Health and Fitness Classes, FREE Single Medical Insurance, Dental Insurance and Vision Insurance. Additionally, New Hope provides Identity Fraud Protection, Term Life Insurance, Tuition Reimbursement, and so much more!

START YOUR CAREER WITH NEW HOPE COMMUNITY, WORK WHERE IT MATTERS!