

**POSITION DESCRIPTION****DIRECT CARE COORDINATOR**

Community Residences  
Center for Adult Developmental Services  
Region Ten Community Services Board

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JOB TITLE: Direct Care Coordinator

**GENERAL STATEMENT OF RESPONSIBILITIES:**

This is a professional level FLSA non-exempt position in which the incumbent is responsible for implementing training programs for adults with mental retardation in a residential training program. The incumbent is responsible for educational activities, recreational projects and management of consumer activities. Additionally, he/she is expected to attend team meetings, other professional meetings and represent the program to the community as needed.

The incumbent reports to the residential program manager and receives general supervision. In carrying out position duties, he/she performs in compliance with state quality assurance standards, Medicaid Waiver regulations, MR regulations, as well as applicable professional ethics and established Region Ten policies. The incumbent is required to exercise sound judgment and demonstrate initiative; independence, creativity, leadership and cooperativeness when performing assigned duties and responsibilities. The Direct Care Coordinator is an employee of Center for Adult Developmental Services and may be asked at any time by management to work at any given location as need by various department programs.

Serves as site leader for the program and provides input on staff performance.

The HIPPA access level for this position is Level Two

The essential functions of this job are starred below (\*) under "Major duties."

**MAJOR DUTIES:**

1. \*Direct Care -implements consumer training programs, assists with recreation, medications, doctor's appointments, counseling, implements individual program plans, documents resident's daily progress, links consumers with opportunities and services in community. Serves a primary liaison between medical professionals and program participants accurately reporting information to program and documenting medical information in progress notes. Maintains professional communications with medical providers to facilitate wellness for program participants. Communicates to all in writing and verbally in a clear, concise, grammatically correct manner.
2. May be required to work in other program locations during scheduled hours to meet needs of consumers and/or facilities.
3. \*Serves as site leader for the program and provides input on staff performance; review medications for agreement with Doctor's Orders.
4. \*Teaches skills to program participants in homemaking and home care skills - informal and formal training through general upkeep, maintenance, meal preparation, cooking, laundry, shopping and grocery list preparation as developed in the ISP and Assistance Services. Is a primary participant in the development of instructional plans. Assists Direct Care Instructors in implementing ISPs as needed. Seeks out additional services for program participants as needed. Implements the system of least prompts and other teaching methods for instructional purposes.
5. Provides medical interventions such as G-tube feeding, and ostomy care as required. Assists with medications management assistance for program participants
6. \*Meetings – attends and assists in leading Team meetings to review resident care and facility operations. Attends quarterly consumer service meetings and other meetings as required. Assist in the development of clients' individual program plans and provides input in the evaluation of all plans.
7. \*Accurately and professionally records extensive data on individual performances across a wide range of educational and behavioral programs. Teaches replacement behaviors as needed to program participants as behavioral interventions are required.
8. \*To attend training classes, seminars and workshops as required by supervisor. Successfully completes college of direct support training modules.
9. \*Ensures the health and safety of residents and program participants by:
  - a) counseling and managing behaviors by prevention or de-escalation of aggression or restraint as needed. Teaches replacement behaviors.
  - b) teaches community integration skills with residents and fosters environment of activity and full community participation .
  - c) teaches targeted skills in home and in the community to residents.
  - d) assists participants with self-administration of resident medications and is a resource for Instructors in seeking medical information for resident needs. .
  - e) assists, supervises and trains participants in accordance with the ISP in personal care skills (i.e., toileting, showering/bathing, tooth brushing, topical medications, menstrual care) as needed.
  - f) As a certified provider, performs CPR/First Aid/Crisis intervention for medical or behavioral emergencies following training guidelines.
  - g) able to perform all direct care teaching and training responsibilities working solo at any designated site.
10. \*Is considered an essential staff and if a scheduled staff is not able to report to work, the on-site staff may be required to stay at the site until relief staff can arrive and relieve them of their duties. Consumers who require 24-hour care may not be left unattended.

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11. \*Transports residents to planned services, or arrange and train transportation skills, s applicable. Transportation duties require availability of personal car for business use. Supplies acceptable driving record to management in order to transport participants.
12. \*Acquires and maintains valid certification in First Aid, CPR, Medication administration, MANDT in order to ensure the safe and efficient operation of the program and/or the residence and to comply with state and federal residential staffing requirements.
13. \*Incumbent must have the energy, stamina, and mobility to meet the community integration /domestic skills and personal care needs of consumers. Able to physically assist individuals to evacuate from a building in the event of an emergency.
14. \*Reads all consumer, in house, team, division and agency information/communications.
15. \*Other job related duties as assigned by the program manager, director, division director and/ or other designated supervisor
16. \*Addresses behavior interventions using positive programming methods; adheres to the agency policies and Human Rights

Guidelines. Staff interventions will include teaching alternative behaviors, using prevention or de-escalation strategies as outlined by the Region Ten Crisis Intervention and Behavior Management training. Physical restraints will be used as a last resort to protect the client or others from harm. Staff must use methods as outlined in the Region Ten Behavior Management/Crisis Intervention training class.

17. \*Participates in mandatory overtime rotation.
18. \*Performs lifting procedures following specific trained guidelines. Uses adaptive equipment to assist with mobility and lifting needs of the clients.
19. Assists program manager in acquiring staffing coverage to meet program needs.
20. \*Displays professional behavior; works effectively with individuals and team; communicates professionally and with respect to confidentiality, maintains good interpersonal relationships; works with teammates to problem-solve; and executes services delivery with attention to safety and quality of care.
21. \*Must be able to use a computer effectively to document consumer care in the electronic record; to create word documents and communicate effectively in writing reports, emails and correspondences in concise and grammatically correct manner.

#### QUALIFICATIONS:

To ensure the safe and efficient operation of the residence, a valid Virginia Driver's License and an acceptable driving record as issued by the Division of Motor Vehicles are required. For resident related use of a personal auto, a certificate of valid personal automobile insurance must be provided. A four-year degree in special education or a related field is required. Two years of applicable work experience in human services is preferred. The incumbent must be able to perform all duties including physically assisting individuals with wheelchair transfers, which will require lifting, and assistance with personal care/hygiene tasks.

In addition, the incumbent needs to possess the following knowledge, skills, and abilities:

Knowledge of: characteristics of mental retardation, autism, epilepsy, cerebral palsy, mental illness, sexual abuse; counseling techniques with verbal and non-verbal persons; identifying problems/needs of clients across a wide range of skills, health, emotional needs; writing individual program plans; physical intervention techniques; nutrition/health guidelines; behavior modification (non-aversive strategies); sign language (augmentative language systems); basic First Aid and CPR.

Skills in: assessing living skills, development levels, adaptive behaviors, communication skills; evaluating appropriateness of client programs and progress of programs; training people with a broad range of disabilities; recognizing warning signs of consumer escalating behaviors, counseling, and discussing problems and issues with clients; computers and keyboarding.

Abilities to: relate to people; understand development; work with others as a team; listen and communicate effectively; follow procedures for proper medication administration; be flexible; react quickly in all kinds of stressful situations; interpret and understand situations in a firm and consistent manner; apply principles and procedures from related fields to work effectively with new client issues. Follow principles of defensive driving.

#### DIRECT CARE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Direct Care Performance Evaluation Standards.

POSITION LOCATION: Various Region Ten City and County Residential Program Sites.

#### POSITION ORGANIZATION CHART:

Program Manager, Residential

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SALARY: 11 \$30,924.25 annually  
\$2,577.02 monthly

SCHEDULE: 40 hours weekly; Tuesday through Saturday or Sunday through Thursday.

Position Description Update: July 6, 2011