



STATE OF OREGON
Department of Human Services (DHS)
POSITION DESCRIPTION

Position Revised Date:
12/09/13

PEMB

Agency: Department of Human Services

Division: DD/APD:
Stabilization and Crisis Unit (SACU)

New Revised

This position is:

- Classified
- Unclassified
- Executive Service
- Mgmt Svc – Supervisory
- Mgmt Svc – Managerial
- Mgmt Svc – Confidential

SECTION 1. POSITION INFORMATION

- a. Classification Title: PEM/B
- b. Classification No: X7002 c. Effective Date: _____
- d. Position No: _____
- e. Working Title: Site Manager
- f. Agency No: 10000
- g. Section Title: Stabilization and Crisis Unit (SACU)
- h. Employee Name: _____
- i. Work Location (City — County): _____
- j. Supervisor Name: _____
- k. Position: Permanent Temporary Limited Duration Work Out of Class (WOC)
 Full-Time Part-Time Lead Worker Job Share
- l. FLSA: Exempt If Exempt: Executive m. Eligible for Overtime: Yes
 Non-Exempt Professional No
 Administrative

SECTION 2. PROGRAM AND POSITION INFORMATION

a. Describe the program in which this position exists. Include program purpose, who's affected, size and scope. Include relationship to agency mission.

The Department of Human Services brings together the State's principal human services agencies to serve the vision of safety, health and independence for all Oregonians. DHS has more than 8,000 employees in over 150 local and branch offices, providing direct services to more than 1 million Oregonians each year.

The DHS mission is *"To help Oregonians in their own communities achieve well-being and independence through opportunities that protect, empower, respect choice and preserve dignity."*

The department's goals are:

- People are safe and living as independently as possible.
- People are able to support themselves and their families through stable living wage employment.
- Children and youth are safe, well and connected to their families, communities and cultural identities.
- Choices made by seniors and people with disabilities about their own lives are honored.
- Partners, clients and stakeholders are actively engaged in a variety of collaborative and meaningful ways.
- Culturally specific and responsive services are provided by highly qualified and diverse staff.
- The department is committed to equal access, service excellence and equity for all Oregonians.

Because many clients have multiple needs, the department is integrating services, seeking to bring a broad range of supports within easy reach of each client or family. This approach, recognized as pioneering in the nation, requires close collaboration among staff within the department and with local governments, service providers and other partners.

DHS values integrity, stewardship, responsibility, respect, professionalism, innovation and service equity.

This position is located in DHS, **Stabilization and Crisis Unit (SACU)**. SACU provides 24-hour residential care and supervision to Oregon people with intellectually disabilities/developmental disabilities who represent the most risk to the public at large, their peers, or themselves. SACU provides residential care, which includes health and medical care, behavioral support, job and training support, personal care, education, recreation, psychological services and community integration. SACU is dedicated to providing the support necessary to maintain the quality of life, achieve the highest possible level of independence and promote social opportunities, which benefit the individuals and the community.

The program has 23 homes located in five Oregon counties supporting over 100 individuals in the program. Each individual residing in the program has an Individual Support Plan (ISP) that emphasizes community integration, independence, and productivity, has daily implementation goals, and is monitored by county case management.

- b. Describe the primary purpose of this position, and how it functions within this program. Complete this statement. The primary purpose of this position is to:**

The primary purpose of this position is to manage the operation of a three, four, or five bed home, supervise direct care and specialized support staff, and lead the development/ implementation of Individual Support Plans (ISP) for each individual. This position coordinates services with consultants and other service providers, and serves as liaison with parents, guardians, neighbors and county case managers. It ensures the home is operated per the Comprehensive 24-hour Residential Services for Children and Adults with Intellectual or Developmental Disabilities OAR (Chapter 411, Division 325).

SECTION 3. DESCRIPTION OF DUTIES

List the major duties of the position. State the percentage of time for each duty. Mark “N” for new duties, “R” for revised duties or “NC” for no change in duties. Indicate whether the duty is an “Essential” (E) or “Non-Essential” (NE) function.

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit “Enter”.

% of Time	N/R/NC	E/NE	PERSONNEL MANAGEMENT AND SUPERVISION
40%	R	E	Works across all three shifts to supervise a team of employees who provide personal care, training, and support to individuals.
	R	E	Supervises, coaches, and provides guidance to employees. Assigns work, monitors work performed, evaluates performance levels, and writes annual performance appraisals. R
	R	E	Conducts monthly staff meetings on all shifts to communicate policies/procedures, training opportunities, and house rules, resolve house issues, and promote teamwork.
	R	E	Establishes work schedule, approves and schedules time off, and verifies all timesheets for accuracy. Monitors overtime and works with staff to develop alternative schedules or explore options for decreasing overtime while meeting the objectives of the program.
	R	E	Ensures that the day specialist follows the Oregon State and Federal wage and hour laws, that social security and disability services reports are submitted on time if required, and that all necessary supports are provided to ensure vocational training needs are met and individualized day programs are implemented.
	R	E	Ensures the behavioral specialist has trained staff on behavior support plans and implemented within the established timelines, and that all necessary training is completed as required (e.g., house specific, ISP, etc.).
	R	E	Responds to grievances at the first level by first discussing the issue with the program administrator and/or HR staff. Works with HR to conduct fact-finding meetings. Recommends and delivers disciplinary action when necessary. Recommends schedules and provides training to employees to enhance competency.
	R	E	Interviews, and selects new employees. Supports the Department’s Affirmative Action efforts and demonstrates a commitment to valuing diversity. Completes personnel action for all new hires, transfers, and promotions within established timelines. Completes new employee orientation checklist.
	R	E	Keeps personnel documents (e.g., training records, driving record certification, PD, etc.) current, organized, and filed in a secure/locked file cabinet to maintain confidentiality.
	R	E	Completes accident and investigation reports and contacts Safety/Risk Manager to report employee injuries, vehicle accidents, or other safety issues. Investigates and documents job-related injuries and recommends changes to improve safety.

%	of Time	N/R/NC	E/NE	CLIENT PROGRAM MANAGEMENT
30%	R	E		<p>Ensures each individual has a comprehensive Individual Support Plan (ISP) which enhances an individual's independence, integration, and productivity by completing the following within established deadlines:</p> <ul style="list-style-type: none"> • Notifies team of upcoming ISP meeting; • Works with the trainer/behavior specialist and day specialist to interview staff, family members, advocates, guardian and the individual to complete the Personal Focus Worksheet (PFW); • Coordinates and facilitates a team meeting to complete the Risk Tracking Record (RTR) and Discussion Log; • Assigns or writes the written instructions for support as directed by the RTR; • Provides input for the behavior support plan; • Develops an agenda for the ISP meeting; • Distributes packets to team members prior to the ISP; and Facilitates the ISP meeting and works with team members to finalize all required documents.
	R	E		<p>Implements all ISP documents and written instructions for support within established timelines by working with the day specialist and trainer/behavior specialist to complete training of support documents (e.g., Behavior Support Plan, action plans, etc.). Communicates with team if any delays arise.</p>
	R	E		<p>Monitors the ISP by:</p> <ul style="list-style-type: none"> • Scheduling and notifying team members of monthly meetings; • Reviewing the monthly data with the day and trainer/behavior specialists to ensure data is being collected and reported accurately; • Facilitating monthly meeting to review ISP and ensure ISP and daily living goals are meeting the client needs, and action plans are being implemented; and • Updating the ISP if needed.
	R	E		<p>When unable to meet the standards of an OAR, leads team discussion around the issues, submits the variance application as needed for approval to the program administrator. Implements variance only upon written approval from Licensing. Documents need for the variance in the ISP.</p>
	R	E		<p>Maintains all individuals' records in such a way to ensure confidentiality. Maintains all documentation (i.e., physician's orders, current medical conditions, physician visits, personal property records, etc.) per SACU policy.</p>
	R	E		<p>Works with physicians, pharmacists, dentists, health care consultants, health care representatives and other service providers, as needed, to promote individuals' health and well being. Schedules appointments and arranges for clients to keep the appointment. Coordinates the nurse/client relationship when an individual's health needs warrant it. Obtains medical cards and coordinates healthcare through the Oregon Health Plan.</p>

	R	E	Researches and accesses community resources and services as needed.
	R	E	Develops and updates protocols for the care and inspection of adaptive equipment and prosthetic devices, constipation, aspiration, etc., and monitors compliance.
	R	E	Reviews staff's documentation on the Medication Administration Record (MARS) and Treatment Administration Record (TAR) at least weekly to ensure documentation is accurate and kept current and that staff are following all medical protocols.
	R	E	Reviews Medical Incident Reports (MIR) and Incident Reports (IR), electronically signs, and forwards to program administrator within five (5) working days of incident. Reviews trends and identifies training needs, system problems and safety concerns, and takes appropriate corrective action.
	R	E	Manages individuals' financial accounts by receiving and directly depositing individuals' social security checks into their accounts, reviewing monthly activity on the Income and Expense Account Record, balancing accounts, researching discrepancies, notifying guardian and case manager if necessary, and reconciling individual's bank account. Assists individual to manager money to meet their needs and purchasing goals. Each month reviews the Provider Financial Statement to ensure accuracy and contacts case manager, Disability Service Office, and/or DHS to make corrections.
% of Time	N/R/NC	E/NE	HOUSEHOLD MANAGEMENT
20%	R	E	Reads, understands and consistently follows SACU and DHS policies, and OARs that address 24-hour operation of group homes.
	R	E	Arranges for well-balanced meals to be prepared by staff from menus that provide variety for seasonal changes and meets individual diet needs. Works with staff to ensure physician's diet orders are followed and substitutions are documented on the menus.
	R	E	Assigns household duties to maintain a clean, sanitary, safe, and welcoming environment, establishes cleaning and laundry schedules, and coordinates repairs. Schedules monthly safety check, reviews reports, corrects deficiencies, and addresses safety issues with staff. Provides copy of report to Safety/Risk Manager.
	R	E	Ensures all staff and individuals are trained on evacuation procedures by conducting unscheduled or unannounced drills. Maintains reports.
	R	E	Prepares a contingency plan for emergencies, updates it as needed, and ensures staff are trained.
	R	E	Ensures assigned vehicles are maintained according to DAS motor pool maintenance schedule by monitoring the mileage and arranging for scheduled service. Schedules safety repairs as needed.
	R	E	Pays invoices, approves household purchase requests, and monitors household expenditures to stay within established budget. Reviews and verifies VISA statements. Follows internal accounting and audit controls to ensure the integrity of the purchasing and payments process.
	R	E	Manages petty cash fund by ensuring that receipts and ledger match, researching discrepancies, making corrections, and verifying accuracy by signing ledger.

% of Time	N/R/NC	E/NE	MISCELLANEOUS DUTIES
10%	R	E	Works as on-call weekend manager on a rotating basis.
	R	E	Attends meetings (i.e., all SACU management team, contract training, site manager, etc.) and training, as assigned.
	R	E	Works on special assignments/projects and serves on work teams/committees.
	R	E	Serves as a liaison with parents/guardians, case managers, school personnel, day program, and neighbors by communicating and providing timely information as needed/required.

SECTION 4. WORKING CONDITIONS

Describe any on-going working conditions. Include any physical, sensory, and environmental demands. State the frequency of exposure to these conditions.

Home environment staffed seven days/week, 24 hours/day. On-call 24 hours/day, Monday through Friday. Occasionally works rotating weekends as on-call site manager. Daily contact with potentially argumentative, aggressive and challenging individuals. Flexible work schedule to include all three shifts for purposes of staff meetings, observation, training, and support.

SECTION 5. GUIDELINES

a. List any established guidelines used in this position, such as state or federal laws or regulations, policies, manuals, or desk procedures:

- SACU Residential Policy and Procedure Manual
- OIS/CPR/1st Aide current certification procedures
- PL94.142 Educational Law for all developmentally disabled Persons between 18 and 21
- OAR (Chapter 411, Division 325) Comprehensive 24-hour Residential Services for Children and Adults with Intellectual or Developmental Disabilities
- OAR (Chapter 411, Division 323) Developmental Disability Certification and Endorsement
- DAS and DHS Rules, Policies and Procedures
- Federal Family Medical Leave Act (FMLA) and Oregon Family Leave Act (OFLA)
- ADA Regulations
- AFSCME Collective Bargaining Agreement
- SACU Operational Guidelines
- Fire Marshall Regulations
- State and Federal Sanitation Requirements
- OSHA Regulations
- Fair Labor Standards Act (FLSA)
- Health Insurance Portability and Accountability Act (HIPPA)

b. How are these guidelines used?

These guidelines set standards for performance and provide direction, procedural information and specific mandates (laws and policies), and outline criterion for programs, services business practices, and employee relations. They are incorporated into the decision-making process regarding support plans for individuals, confidentiality, employee safety, personnel issues, and employee conduct.

SECTION 6. WORK CONTACTS

With whom, outside of co-workers in this work unit, must the employee in this position regularly come in contact?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Who Contacted	How	Purpose	How Often?
Physician(s)	Person/phone	Exchange medical information	As needed
Consultants	Person/phone	Exchange health information	As needed
Parent/Guardian	Person/phone	Exchange information	As needed
Housing Authorities	Person/phone	Coordinate house/yard repairs	As needed
Public	Person/phone	Exchange information	As needed
Case Manager	Person/phone/email	Exchange information	Monthly

SECTION 7. POSITION-RELATED DECISION MAKING

Describe the typical decisions of this position. Explain the direct effect of these decisions:

Makes decisions related to the full spectrum of supervisory functions (e.g., hiring, competency, discipline, scheduling, etc.), which directly affects the quality of care for individuals, staff morale, and the SACU budget. Makes decisions on purchases, acquiring professional services, house protocols, and implementation of SACU policies/procedures and OARs, which effects licensing outcomes and the cost of the program. Poor decisions can result in the home losing its license and overspending the allocated budget.

All decisions made effect individuals' quality of life and their independence, integration, and productivity and the overall effectiveness and efficiency of SACU.

SECTION 8. REVIEW OF WORK

Who reviews the work of the position?

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Classification Title	Position Number	How	How Often	Purpose of Review
Principal Executive D		Verbally	As needed	To lend support for accomplishments and areas needing improvement. To ensure adherence to rules, policies, procedures.

Manager D		Written Evaluation	Yearly	To outline work performance for the year.
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SECTION 9. OVERSIGHT FUNCTIONS

- a. How many employees are directly supervised by this position? _____
 How many employees are supervised through a subordinate supervisor? _____
- b. Which of the following activities does this position do?
- | | |
|---|--|
| <input checked="" type="checkbox"/> Plan work | <input checked="" type="checkbox"/> Coordinates schedules |
| <input checked="" type="checkbox"/> Assigns work | <input checked="" type="checkbox"/> Hires and discharges |
| <input checked="" type="checkbox"/> Approves work | <input checked="" type="checkbox"/> Recommends hiring |
| <input checked="" type="checkbox"/> Responds to grievances | <input checked="" type="checkbox"/> Gives input for performance evaluations |
| <input checked="" type="checkbox"/> Disciplines and rewards | <input checked="" type="checkbox"/> Prepares and signs performance evaluations |

SECTION 10. ADDITIONAL POSITION-RELATED INFORMATION

ADDITIONAL REQUIREMENTS: List any knowledge and skills needed at time of hire that are not already required in the classification specification.

All positions in DHS require a Criminal Background Check and an Abuse/Neglect Check. Fingerprints may be required.

- Ability to operate personal computer i.e. word processing and email software.
- Valid Driver's License
- Oregon Intervention System Certification
- CPR/First Aid Certification
- Ability to lift up to 75 pounds

BUDGET AUTHORITY: If this position has authority to commit agency operating money, indicate the following:

Note: If additional rows of the below table are needed, place cursor at end of a row (outside table) and hit "Enter".

Operating Area	Biennial Amount (\$00,000.00)	Fund Type

SECTION 11. ORGANIZATIONAL CHART

Attach a current organizational chart. Be sure the following information is shown on the chart for each position: classification title, classification number, salary range, employee name and position number.

SECTION 12. SIGNATURES

Employee signature

Date

Supervisor signature

Date

Appointing Authority signature

Date

Updated December 9, 2013

Updated January 13, 2014