



JOB DESCRIPTION

Residential Life Skills Coach

Reporting to: Supervisor, Supervised Group Living

EEO Category: Service Workers

Created: 8/16/2016

FLSA Classification: Non-Exempt

PRO: Residential

Modified Date: 12/02/2019

Positions may be either full time or part time based on current business needs and candidate availability, to be determined during the hiring process. Typical schedules range from 16 hours/week to 40 hours/week across 3 different shifts and may include multiple locations.

POSITION SUMMARY

To provide life-skills training to adults with mental illness who live in residential facilities in an effort to build skills and live their best lives. Residential skills coaching could include but may not be limited to; organizational skills, budgeting, shopping, general life skills in a supportive living environment.

ESSENTIAL RESPONSIBILITIES

Skills Training (55%)

- Teach and/or observe critical skills to promote independence in all areas of daily living including: developing natural supports, independent living, mental health symptom management, medication management, problem-solving, conflict resolution and interpersonal communication
- Organize and conduct age-appropriate learning sessions in group and individual settings utilizing curriculums and structured trainings to help clients meet their treatment goals

Consumer Care (15%)

- Build and maintain strong, trusting relationships with clients and their families
- Collaborate and communicate with Residential Team in support of client care
- Observe client behavior and communicate important changes in physical and emotional behavior to Residential Team
- Manage and respond effectively to clients' crisis situations

Transportation Management (10%)

- Oversee and provide transportation for individual and group excursions (i.e. shopping trips, personal appointments, etc.) in the community

Medication Monitoring (10%)

- Ensure clients comply with all medication prescriptions
- Keep thorough documentation records of medication compliance

Documentation (10%)

- Maintain documentation and billing in MIX according to Aspire policies and procedures
- Thoroughly and accurately document client's behavior, progress toward individual goals and response to treatment interventions

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Employees will be required to follow any other job-related instructions and to perform any other job-related responsibilities requested by their supervisor. Duties, responsibilities and activities may change at any time with or without notice.

COMPETENCIES

Core Values

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and clients with love, empathy and compassion

Position-specific Competencies

- **Patient** – Achieve recovery goals by working with clients in steady and helpful manner
- **Detail-oriented** – Ensure accurate medication delivery with meticulous record keeping and follow through
- **Composed** – Remain calm in crisis situations to ensure consumer safety and well-being; Executes Aspire's crisis management process to mitigate and resolve surprise situations
- **Effective communicator** – Use 2-way communication that demonstrates clarity, care and consideration for clients beliefs, values and judgments
- **Collaborative** – Work with Residential Team to support and execute customized client care plans

CRITICAL FUNCTIONAL SKILLS & KNOWLEDGE

Education

- High school diploma or equivalent **required**
- Associate's or Bachelor's degree in Social Work, Psychology, Counseling or a related field from a college/university accredited by the U.S. Department of Education **a plus**
- Basic knowledge of the Recovery Model

Experience

- One year of related experience in a social service capacity required if no Associate's or Bachelor's degree

Other

- Ability to meet or exceed metric standards that have been established for this organizational level or position within Aspire
- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Knowledge and application of utilizing social service systems (Medicaid, Social Security, Corrections, etc)
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment (fax machine, copier, scanner, computer, telephone system, etc.)
- Must be detail oriented, have excellent organizational skills and be flexible
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings

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- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Must comply with all Aspire policies and procedures, including Aspire Indiana's Corporate Compliance Program as it applies to individual job duties, the department, and the company
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must have access to reliable transportation, maintain a valid driver's license, current automobile insurance and a driving record that meets the guidelines and requirements of the organization
- Display a positive work ethic

Background Checks

Employment is contingent on background checks as required by Aspire's policies which may include: Drug Test, Criminal History, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and/or Professional References

Vaccinations

For those employees who have direct patient contact, it is recommended by the CDC that a record of immunizations be documented and retained in a health personnel file. Written documentation (vaccine record) or titres (blood testing) may be needed to determine immunization status.

Supervisory Responsibilities

This position has no supervisory responsibilities

Work Hazard Category

Category II - Tasks that may involve exposure or potential exposure to blood, body fluids or tissues. Appropriate protective equipment will be readily available to every employee engaged in Category II tasks.

Physical Demands & Working Conditions

The nature of work may generate considerable physical, mental and visual demands. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work on a computer for extended periods of time
- Daily, weekly, monthly, and/or annual deadlines
- Residential environment with expectations of ability to move/transport throughout the community and beyond in various types of weather
- Ability to be flexible and work other hours, as needed
- May be exposed to illness and unsanitary conditions
- Ability to communicate effectively by phone or in person
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.

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- Manual dexterity sufficient to operate a keyboard, copier, telephone, calculator, and the ability to write and/or type
- Physical requirements include ability to stand, walk, sit, use hands and fingers, stoop, kneel, crouch or crawl, climb or balance
- Must be able to respond appropriately in crisis situations and manage physically threatening clients by following Aspire protocols
- Must be able to occasionally lift and/or move 50 or more pounds
- Frequent communication via phone and in person with family and care team

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

Employee Signature

Date

Printed Name