



ELEVATING THE SPECTRUM
FOR INDIVIDUALS WITH AUTISM

Residential Manager Job Description

Description for: Residential Manager	As of: May 2019
Reports to: Life Enrichment Director	Section: Life Enrichment/Residential
Classification: Salaried, Exempt	Term: Year-round

About Ascendigo: Ascendigo is a nonprofit organization that enhances the lives of children and adults living with Autism Spectrum Disorder through outdoor and sports education, employment, adventure camps, community integration and an array of autism focused behavioral health services. We are headquartered in the beautiful Roaring Fork Valley of Colorado and provide programming for individuals with autism of all ages from Aspen to Rifle.

Job Summary: The Residential Manager oversees the affairs of the residential living operations and support services of Ascendigo. The Residential Manager is responsible for the delivery and overall success of these residential activities. The residential activities are undertaken on behalf of adults with autism who reside at various properties in the Roaring Fork Valley. Most employees who work on the Residential Team report to the Residential Manager, including the House Supervisor(s). The Manager is responsible for the coordination and administration of all aspects of the Residential Team including the planning, organizing, developing, staffing, leading, and financial control related activities.

Essential Job Functions:

Team leadership: Helps develop and implement strategic direction for Residential and, with other Ascendigo management, the strategic plan for the organization. Plans, sets goals, and develops new initiatives for the Residential Team.

- Creates the annual Residential Team budget and operating plan. Monitors the Residential P&L and operates within the budget;
- Develops forms and records to document program activities, such as client contracts, client files and life plans, staff files (with HR), activity schedules and checklists;
- Develops a Team evaluation framework to assess the strengths of the program and to identify areas for improvement. Discovers ways to enhance efficiency and productivity;
- Communicates and collaborates with stakeholders including other Ascendigo staff members, families, external consultants, therapists, specialists, family-provided coaches, and community partners.
- Communicates with stakeholders to gain community support for Residential efforts;
- Keeps Ascendigo Leadership Team informed with detailed and accurate reports or presentations and frequent communications;
- Liaises with other Ascendigo managers to ensure effective and efficient program delivery;
- Maintains and increases positive relationships with community members such as neighbors/HOAs, first responders, government contacts, and retailers; and
- Maintains consistent, positive and informative communications with client families and their circles of support.

Staff Supervision: Supervises Residential staff, including accountability and performance, hiring, firing, monitoring, training and providing ongoing feedback.

- Plans and facilitates staff meetings;
- Assigns duties, creates job descriptions for clear Team responsibilities, and organizes the Team;
- Recruits, interviews, selects and on-boards well-qualified program staff in conjunction with HR and the Life Enrichment Director, and insures required trainings are conducted;
- Implements Ascendigo HR policies, procedures and practices;
- Implements the Ascendigo performance management process for Residential staff, provide feedback

and complete performance evaluations, works with HR on compensation for staff, sets goals and career paths for Residential employees; and

- Fosters a strong sense of teamwork and positive culture.

Client Support: Through delegation to House Supervisor and other staff, ensures the provision of material, physical, medical, social and emotional needs of the residents; that is, addressing the “whole person” and promoting all components of wellness, according to the client's Individual Life Plan, Service Plan or Individual Plan.

- Serves as a member of the ILP/SP/IP development team. Oversees creation and implementation of client goals and objectives as they pertain to residential settings, and oversees monitoring, data collection, and reporting of outcomes.
- Ensures a positive, structured home life for each Residential client, with a family atmosphere, including a safe, stable, nurturing and caring environment.
- Facilitates an ongoing relationship with residents and their families;
- With Ascendigo Life Enrichment, directs Residential staff to build the skills residents need to be successful, responsible and independent in daily life, with a focus on skills for home life and community recreation and leisure and on facilitating daily life experiences that are both enriching and educational;
- Ensures staff provides companionship and care giving to residents, including making sure residents' personal effects are well cared for, in order, and serviced or replaced as needed;
- Ensures residents have current emergency plans and contact information and keep medical, health and therapeutic appointments; and
- On-call multiple nights/week for emergencies and urgent situations requiring a senior staff person.
- Acts as back up support staff in the event of an urgent situation such as an emergency or absent staff.
- Helps to recruit and enroll new families and clients as residents in current and new properties. Helps to establish advisory members, consultants including legal, accounting, realtor, and developer expertise, and potential donors for new residential options.
- May provide concierge services to clients as agreed upon

House Management: Ensures Residential staff runs households in a professional manner, so that rules and processes are established, and households are well maintained and orderly.

- Monitors the upkeep of the physical property and Property Management coordination of routine service and repairs, including housekeeping and yard maintenance;
- Coordinating services and deliveries with Property Management such as cable, package deliveries, and contractors;
- Ensures stocking household items and maintaining inventories; and
- Oversees food and nutritional needs of the household and training of staff in food preparation and sound nutritional practices;
- Ensures staff plans and carries out (alone or in conjunction with residents to maximize household participation and independence): recreation, meals, laundry, cleaning, other chores, shopping, errands, gardening, celebration of occasions, and household projects;
- Ensures program operations, activities and documentation adhere to legal guidelines, internal policies, risk management policies, professional standards, licensing and third-party payee requirements, and confidentiality requirements such as Medicaid, Private Insurance and HIPPA;
- Provides required information to have invoices generated by Business Services.
- Tracks expenses of each resident and operates within the budget of each resident as established by the parent or guardian.

Other Job Duties: Arrives to work on time, engages in appropriate behavior with clients at and outside of work, appropriate interactions with supervisors & managers, attends trainings, and meetings. Is up-to-date on all program changes and modifications, implements new programs. May be asked to help with other Ascendigo programs as needed. Could serve as House Host if desired. *(See Housing Opportunity description below.)*

Physical Requirements/Equipment Used: Equipment used may include computers, software, mobile devices, specialized client and home technology, household maintenance tools like leaf blowers, brooms, and lawn movers. Job may require bending, lifting heavy objects, carrying objects, climbing stairs, driving, pushing-pulling, reaching, sitting at a desk, moving furniture, bending, kneeling, stooping, reaching, and overhead reaching, as well as physical client prompts and manipulation for skill building or for safety.

Qualifications: A successful Residential Manager should have a broad knowledge of program management principles and proven experience as a Program Manager or other managerial position. He/she should have a strategic mindset as well as be able to lead and develop staff.

Clinical knowledge required includes:

- Working knowledge of the field of autism as it pertains to adults including advances in residential and community engagement;
- Working knowledge of staff supervision, mentoring and performance evaluation strategies and procedures;
- Working knowledge of business management, including writing reports and budgeting;
- Working knowledge of computers, specifically of email, internet search and shopping, general office and specialized program management software (e.g. Basecamp, MS Office, Catalyst, Quickbooks, etc.), smart home technology and technology utilized by or for people with disabilities; competent to learn new technologies as needed for residents;
- Understanding and use of autism behavioral approaches as practiced by Ascendigo, including the ability to allay maladaptive behaviors (sometimes aggressive) while maintaining calm and composure, principles of NDBIs, using positive behavior support plans and recognizing natural teaching opportunities and acting upon them;
- Some familiarity with cooking techniques, cooking skills, advanced healthy nutrition including special diets, an ability to create and follow meal plans, menus and recipes, and able to instruct other staff on meal preparation;
- Ability to handle personal care tasks of residents with sensitivity and caring; and
- Possess effective skills in active listening, coaching, and human supervision.

In addition, the Manager:

- Must be age 21 or over and have legal working status;
- Must maintain a valid driver's license and excellent driving record;
- Must successfully complete mandated training. Certifications may be required;
- At least 5 years experience in the human services, hospitality or residential management fields;
- Should have a high school diploma or equivalency; associates or bachelor's degree is preferred.
- Understands that some households may be under security surveillance including but not limited to video monitoring, and that video may be reviewed on a need to know basis upon request by the Ascendigo President & CEO; and
- Is able to travel for occasional professional development and resident activities.

Knowledge, Skills, Abilities: This job requires certifications or successful training completion for CPR/First Aid, crisis management and medication administration. Willingness to take Registered Behavior Technician courses licensing or good practices and other relevant topics.

Personal Characteristics: The Residential Manager should be committed and passionate about the Ascendigo mission of a holistic, active, community-based, independent, and person-centered life. He/she should believe in

the dignity and potential of our clients. Additionally, the successful Manager should:

- **Show maturity, responsibility, dependability** and the ability to follow through on tasks with modest supervision;
- **Be diplomatic and discrete:** commitment to maintain strict confidentiality and respect the privacy of residents and their families;
- **Be proactive:** taking the initiative, willing to pitch in to assist with organizational projects;
- **Behave ethically:** understand ethical behavior and business practices, and ensure that own behavior and the behavior of others in Residential is consistent with these standards and aligns with the values of Ascendigo;
- **Build relationships:** establish and maintain positive working relationships with others, both internally and externally, to achieve Residential goals;
- **Communicate effectively:** speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques;
- **Creativity/Innovation:** develop new and unique ways to improve operations of the Team and to create new opportunities;
- **Focus on client needs:** anticipate, understand, and respond to the needs of clients to meet or exceed their expectations and provide high quality care;
- **Foster teamwork:** work cooperatively and effectively with others to set goals, resolve problems, and make decisions;
- **Lead:** positively influence others to achieve results that are in the best interest of Ascendigo;
- **Make decisions:** assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of Ascendigo;
- **Organize:** set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities;
- **Plan:** determine strategies to move Residential forward, set goals, create and implement actions plans, and evaluate the process and results; and
- **Solve problems:** assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.

Housing Opportunity: The job *could* include living on the premises of one of the Residential houses as a 'House Host'. Serving as a 'House Host' *does not* include providing direct services but *does* include providing natural support by helping to create a positive, structured, and safe home life. In exchange for providing natural support, rent would be discounted and would include utilities, internet and access to laundry facilities and hot tub. Living in an Ascendigo-managed home is contingent on signing the Housing License Agreement in Connection with Employment.