

## Job Description

### Residential Operations Manager

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**Reports to:** Executive Director

**Level & Employment Status:** Level III, full-time

**FLSA Status:** Exempt

**Benefits:** Vacation, sick leave, 401k plan, Employee Assistance Program, health insurance (medical, dental, vision), life insurance

#### Job Summary:

Residential Operations Manager (ROM) will:

- Provide oversight for Cascade Connections' residential services and general support of its individuals we support.
- Be responsible for enforcing individual care philosophy, procedures, directives, decisions and agency policy in a manner established by the Board of Directors and Policy Committee and Executive Director.
- Confer monthly with the Executive Director, in person or via phone, to keep him/her apprised of ongoing operational affairs related to Cascade Connections' residential services.

#### Requirements:

- Must be at least 21 years old with a high school diploma or equivalent
- Bachelor's degree in a Social Services related field or 8 years of experience in social service work and 4-year minimum managerial experience
- Minimum 4 years of experience working directly with people with disabilities in a residential setting preferred
- Excellent written and verbal communication skills
- Proficient in Microsoft Office Suite
- Knowledge of Washington Administrative Code (WAC) and Revised Code of Washington (RCW) and DDA policy
- Knowledge of DSHS programs and other programs our customers might access, such as Social Security
- Able to pass a criminal background screen

#### Additional Requirements:

- Ability to work well with people, communicate effectively and demonstrate strong leadership and management skills
- Ability to manage funds, assist in establishing and operating within a budget
- Ability to make quick and independent decisions
- Ability to return phone calls and emails in a timely manner

- Strong problem solving skills
- Strong organizational skills
- Ability to work independently as well as in a team environment
- Time management skills and ability to prioritize tasks
- Ability to represent Cascade Connections professionally in the community
- Ability to be a signer on bank accounts for our customers, as we are Rep Payee to Social Security
- Ability to make good hiring decisions
- Certified in RIGTH RESPONSE Advanced
- Willing to sign a Behavior Technician job description
- Ability to oversee complex teams and various contracts, such as Behavioral Technician Enhanced Rate contract
- Ability to teach and train management teams under different residential contracts.

### **Responsibilities:**

#### **I. Board Relations**

1. The ROM will attend Board Meetings when requested do so by the Executive Director.
2. The ROM will serve on a committee if requested by the Board of Directors and the Executive Director.

#### **II. Executive Director Relations**

1. The ROM will keep the Executive Director informed to all pertinent matters and will follow the budget for his /her departments as established by the Executive Director.
2. The ROM will implement appropriate methods for the control of and accounting for the revenues and disbursements of the funds received in the program accounts. If requested by the Executive Director, the ROM will be able to answer how funds are spent.
3. Will work with the Executive Director to determine areas of growth in the area of residential services and assess the financial risks involved.

#### **III. Program Relations**

1. The ROM will oversee the Quality Assurance department and will be responsible to ensure all records related to the Residential Services are in compliance by sampling client and employees' files to insure that contract/licensing requirements and agency quality standards are met.
2. The ROM is responsible for overseeing management of staff hours and allocations of service dollars for those hours in order to ensure there are no gaps in service for clients.



3. The ROM will be responsible for maintaining a professional line of communication with all existing and future funding sources in regards to consumer services, contract negotiations and contract compliance.
4. The ROM will facilitate meetings on a regular basis (at least one per month) with Residential management teams in order to focus on client services and outcomes.
5. The ROM will collaborate with other agencies and advocacy groups to advocate and keep current with local and legislative issues relating to persons with disabilities.
6. Will collaborate with the Executive Director and Residential management teams in regards to RFQ, RFP, and grant opportunities in order to fund services provided by CC.
7. Help ensure overall success of client care standards by social service programs that are contracted by CC.
8. Will keep informed with Residential contracting protocols.
9. Will help establish quality and quantity standards to be achieved with client outcomes in mind. He/She will delegate and facilitate in the compilation of data necessary to track client information with these goals.
10. Will help the Executive Director with all communications with the public for all the services provided by CC's Residential Services.
11. Will remain current on best practices and standards and implement the standards in agency planning.
12. Ensure positive working relationships in community with all agency stakeholders.
13. Will be in charge of billing Provider 1 for ISS contracts. Will confirm all COCA's and RAR's with the different programs to ensure these are billed for accurately.
14. Will facilitate completion of Client Characteristics as requested by DDA/RCS.
15. Will facilitate completion of Environmental Modifications for clients as needed for new clients and existing clients as needs arise
16. Will oversee/facilitate client incident reports and client abuse allegations, ensuring that reporting standards and proper internal investigation protocols have been met.
17. Will work with the Quality Assurance team and Residential managers to submit Plans of Corrections for deficiencies resulting from audits or other RCS investigations ensuring systems are in place to ensure positive outcomes for Cascade clients.

#### IV. Staff Relations

1. The ROM will act as a liaison between the Executive Director and the management staff of Cascade Residential Services.
2. The ROM will provide supervision and direction to Residential management teams.

3. The ROM will provide guidance with hiring, disciplinary actions, and probation of employees. The ROM will make the final decision on all Residential Management positions.
4. The ROM will work with the Residential management teams to randomly review staff work schedules to ensure efficient and adequate coverage per ISS contract.
5. The ROM will conduct regular evaluations of Residential management teams.
6. The ROM will organize and arrange for additional training/ learning experiences for self-growth and improved job effectiveness for Residential management teams.
7. Oversees the Quality Assurance department in organizing and managing personnel files.
8. Will orient new Residential managers to the service systems that CC contracts with and will educate them to the philosophy, values and expectations of CC.
9. Will establish peer mentoring systems for training new managers.
10. Will ensure a positive working environment for employees and remain committed to an open door policy to resolve staff conflict, while adhering to proper chain of command and CC grievance policies.
11. Will review monthly P&L's or other financial data to monitor for trends and anomalies in order to make adjustments to the cost center operations as needed.
12. Function as final support resource during emergency situations for Residential management teams.

#### V. Community Relations

1. Will represent the agency to the community in a professional manner. When dealing with the media will confer with the Executive Director and Marketing Director. Will follow reporting requirements as specified in WAC and contract.
2. Will represent the Residential programs at all meeting with our state contracts and with advocacy groups when the need arises.

**The Executive Director reserves the right to make appropriate changes to the preceding job description at any time or as needed.**

**At Cascade Connections we believe in servant leadership. It is the expectation for this position that the Residential Operations Manager will maintain an active Home Care Aid certification with the Department of Health. In addition, the employee must meet all requirements to be a Direct Support Professional as described in the Direct Support Professional job description, and be available to work on site with clients as needed.**

**Cascade Connections is an Equal Opportunity Employer and stands committed to Affirmative Action.**