

## JOB DESCRIPTION

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|----------------------------------|-----------------------------------------------------------|
| POSITION: <b>TEAM LEADER</b>     | JOB CLASS: <b>Regular, full-time, Non-exempt; Level I</b> |
| REPORTS TO: <b>ADMINISTRATOR</b> | HOURS: <b>40+ hours/week</b>                              |

### **I. SUMMARY STATEMENT:** (Purpose, objectives and functions of the position)

The goal of the program is to provide a safe, comfortable home in which each individual living there has the opportunity to develop his/her ability to make choices that will improve the quality of their lives. Each person served requires emotional support and guidance in the development of skills related to daily independent living, family and community life. In addition to having developmental disabilities, many people served have acute and/or chronic physical, psychiatric, and / or medical conditions that require evaluation and treatment. These services are provided by or under the direction of professionals as coordinated by the Team Leader under the direct supervision of the Administrator

This position is a senior direct care staff position, with primary emphasis as a provider of services to the people served. The Team Leader acts as an assistant to the program Administrator for providing leadership and guidance to the team of people who work in the program. The Team Leader is involved in a variety of tasks that vary in complexity from habilitative training and monitoring an individual's health to chauffeuring, and assisting with daily direct care. This position requires prioritizing, flexibility and organization.

### **II. PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. **WORK ETHIC:** Maintain confidentiality at all levels; positive and cordial relations with fellow employees, people served, family members, guardians, case workers, and the public. The Team Leader must actively support the goals, objectives, and philosophies of the organization.
2. **INTERACTION SKILLS:** Communicate directly and in a clear, courteous, and concise manner with the people served, employees, families, state agencies, providers, etc., verbally and in writing and return phone calls in a timely manner. The Team Leader must also be able to give and follow written and verbal directions.  
 Communication / interactions with people supported must always be respectful and in a manner in which the person likes to be addressed and engaged, consistent with how the staff interacts and communicates with all other people of the same age. This includes meeting the person's preferences regarding name to be used, communication style, tone and volume of voice, and technique. Such interactions / communication may need to be revised regularly during the interaction according to input or feedback from the individual. Respectful interaction and communication style and technique is of particular importance in challenging or difficult situations.  
 Staff communication (to include non-verbal communication such as gestures or facial expressions) that concerns the people supported shall never be conducted in the presence of the individual as if the person is not present. Furthermore, when discussions or interactions in the presence of the person supported shall always include the person, with full acknowledgement of the person's presence and provide opportunity for the person to participate, regardless of the persons' interest or ability.
3. **ORGANIZATION:** Organize and prioritize the tasks of the job for maximum efficiency. As part of the daily routine, tasks may include preparing reports / proposals, collect data, and schedule appointments for the people served. Other tasks may include developing and maintaining records, developing in-house training, reporting clinical data, workers compensation first reports, and habilitation plans.
4. **NUTRITION:** Responsible for the oversight of proper nutritional needs of the people served and as such, will develop, implement and oversee a planned cycle menu to be followed in the preparation of daily meals. The Team Leader will ensure that the staff and people living in the home are trained to prepare meals, including any special prescribed diets.
5. **HABILITATION:** Assist in developing habilitation plans, activities, work, and behavior intervention programs that support the needs of the people who live in the home.
6. **ENVIRONMENT:** The Team Leader will oversee and manage the cleanliness, sanitation, and overall condition of the home in compliance with building fire codes and applicable federal and state regulations. This includes maintaining the appearance of the property, having equipment properly maintained or repaired, and ensuring that precautions are taken to protect property from vandalism and theft. The Team Leader will train the staff in proper housekeeping procedures with emphasis on sanitation and infection control.

7. **HEALTH & SAFETY:** Establish and follow procedures and guidelines that will assure the health and safety of all people served, staff, and visitors. The Team Leader will assist with the implementation of an ongoing Safety Program that establishes a high priority for everyone's safety, that provides opportunity for team participation, that complies with the Occupational Safety and Health Act (OSHA) and JFM safety guidelines.
8. **FINANCIAL:** Assist in managing the financial affairs of the home which includes following approved budgets, overseeing expenditures, processing payroll, monitoring monthly financial reports, managing petty cash, and planning for proper maintenance of all equipment and building(s).
9. **TEAMWORK:** Develop team spirit and staff cooperation in the home by providing leadership, modeling and guiding the team in taking on responsibility for the quality and quantity of their work.
10. **TRAINING:** The Team Leader is responsible for team development by ensuring proper orientation, in-service and on-the-job training. Assists in developing and implementing training as needed so that the team is knowledgeable about new developments in state and federal guidelines and in agency procedures. Special emphasis is required to assure that the team maintains a good understanding of the changing program needs of each person served. Train the team on how to appropriately discuss issues relating to people with developmental disabilities.

The Team Leader must successfully complete the John F. Murphy Homes, Inc. required training such as:

|                                    |                                 |
|------------------------------------|---------------------------------|
| Introduction to Mental Retardation | JFM History                     |
| Gentle Teaching                    | Behavioral Programming          |
| Crisis Management                  | Preventing Disease Transmission |
| First Aid                          | CPR                             |
| Sexual Harassment                  | Rights/Reporting                |

11. **COMPLIANCE:** The Team Leader will assist the Administrator in the implementation and compliance of JFM procedures, policies, and federal / state / local regulations. These include, but are not limited to restriction of rights, abuse/neglect/exploitation reporting, behavioral reporting, quality assurance reporting, home and/or program administration, recruitment, hiring, record keeping, and employee evaluations. Ensure that copies of all applicable procedures, regulations, policies, and guidelines are on-site and accessible and that the staff follows these standards accordingly.
12. **DOCUMENTATION:** The Team Leader will help to maintain current house policies and procedures, take minutes of team meetings, and maintain medical and other pertinent records of the people served. Assists in conducting program evaluations, satisfaction surveys, Administrative Reports and Clinical Reports as required.
13. **DRIVING & VEHICLE USE:** The Team Leader is responsible for maintaining a good driving record and have a reliable vehicle of his/her own. Ensure the staff is trained in proper driving techniques and that routine vehicle inspection and maintenance checks are completed.
14. **SCHEDULING:** The Team Leader holds primary responsibility to develop employee schedules for the proper staffing of the program. Primary emphasis is on ensuring that the needs of the people served are met, while maintaining a cohesive team environment, considering accommodating staff needs when appropriate to preclude scheduling conflicts and promoting staff retention.
15. **SUPPORT FOR OTHER POSITIONS:** The Team Leader will be responsible fill in for their staff as needed to cover during sickness, crisis, vacations, etc. when no other staff is available.
16. **OTHER:** May be required to participate on JFM committees or work on a variety of projects and produce reports at the request of the supervisor. Other related duties may be added to this job description as needed.

### **III. JOB COMPONENTS:**

1. **Confidentiality:** Daily contact with sensitive issues are the norm. All activity requires conducting business with strict adherence to confidentiality. Decorum and integrity characterize all phases of the job.
2. **Decision-Making:** The incumbent is responsible for day-to-day routine decisions relating to coordination of care, health, safety, scheduling, and staffing. All non-routine decisions are to be referred to the supervisor.

3. Contacts (internal and external): Interfaces with public and private organizations at meetings, seminars and training to acquire new and innovative practices in upgrade of services and practices. Attend meetings to communicate program initiatives to promote and develop partnerships within the JFM community.
4. Environment / Physical Demands: Handles numerous clerical duties to include: lengthy phone conversations, sit at a computer terminal for sometimes lengthy periods of time; run errands as needed in their own vehicle (e.g. go to post office, make purchases at local stores, transport people who live in the home, etc.) Daily work activity is conducted both in an indoor office environment as well as throughout other program locations. Must be able to assist in lifting and / or restraining using approved techniques and procedures as outlined in the JFM Behavioral Services Manual and other approved plans.
5. Equipment / Machines Used: Use of a Personal Computer (PC) is integral in the discharge of daily duties. Responsible for maintaining a good driving record, a reliable personal vehicle with evidence of insurance for regular visits to agency homes, meetings, and occasionally transporting people.

#### IV. QUALIFICATIONS:

- A. Education / Experience: Minimum of two years successful direct care experience assisting people with developmental disabilities. Prior supervisory experience highly desirable. Ability to use a variety of computer software including word processing, data base, and e-mail as demonstrated through experience or training
- B. Skills/Abilities: Ability to type. Familiarity with Microsoft® Office software is highly preferred. Familiarity with terms used in the social work arena and experience with DHS / DMR agencies desirable.
- C. Other: Valid Maine driver's license with good driving record required.

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I have read and understand the above job description and will perform these duties to the best of my ability and knowledge. I have been given the opportunity to ask any questions I may have regarding this position and understand that the supervisor is available to give clarification on its contents. I understand that this is not a contract of employment and that the duties, responsibilities and conditions outlined may be changed to meet organizational needs.

\_\_\_\_\_/\_\_\_\_\_  
(Employee Signature) (Date)

\_\_\_\_\_/\_\_\_\_\_  
(Supervisor Signature) (Date)