

Capital Care

Gentle hearts & hands that love & care

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JOB DESCRIPTION

JOB TITLE: Quality Support Associate
REPORTS TO: House Manager

STATUS: Non-Exempt
DATE: 01/2008

PHILOSOPHY OF SERVICES ACKNOWLEDGMENT:

This job carries with it the obligation to respect the dignity and recognize the potential for growth of every individual who receives or provides services and supports, to advocate for the rights of people we support to pursue their own vision, and to be responsible stewards of our human and financial resources in order to create an environment committed to quality. A commitment to the Capital Care values should be demonstrated as job duties are performed.

JOB SUMMARY:

The duties of the Quality Support Associate involve providing support and training to individuals with mental retardation and additional developmental disabilities to include emotional and physical support and monitoring/development of life skills. Empower individuals to increase independence and participation in community life. The House Manager and /or Site Manager provide direction. The Site Manager will direct work performance.

EXAMPLES OF WORK PERFORMED:

- Provide Training in accordance with the written program plan, covering all aspects of the individual's life as assigned and in compliance with company policy and procedure.
- Monitor the comfort and safety of individuals served, while ensuring that the medical, nutritional and personal care needs are being met.
- Support individual's served, to identify and achieve the personal outcomes important and relevant to them.
- Attend and participate in team program plan meetings as assigned and regularly communicates each person's progress with team members, supervisors, parents and/or guardians as appropriate.
- Ability to maintain effective verbal and written communications with staff, individuals' families, and outside service providers.
- Interact with individuals in an emotionally supportive and therapeutic manner, and practice effective techniques for reinforcing appropriate individual behavior.
- Maintain medical, social and programmatic files by recording each person's progress and documenting other required information.
- Provide transportation and assist individuals with integration into the community and by accompanying them to social and spiritual activities of their choice.
- Assist in planning menus and assists in purchasing food. Prepares and serves well-balanced wholesome meals and snacks. Note: Individuals will be given every opportunity to assist with menu planning, food shopping and meal preparation.
- Assist each individual served with general housekeeping and laundry duties.
- Attends in-service trainings as advised by the QMRP/Director.
- Promotes a positive self-image of each individual.
- Performs other duties as assigned by the House Manager/QMRP.

Required Knowledge, Skills and Abilities

- ✓ Knowledge of local communities and their activities.
- ✓ Capable of working responsibly with highly confidential information.
- ✓ Must be able to work as part of a team as well as independently.
- ✓ Maintain good judgment when faced with an unexpected or disturbing turn of events in any situation.
- ✓ Ability to carry out programs with creativity and initiative.
- ✓ Must be flexible and organized

MINIMUM EXPERIENCE AND TRAINING

High school diploma or GED equivalent, and /or a minimum of one year’s experience in working with persons with disabilities disabled; and /or any combination of education, experience or training deemed appropriate by the Director. A current and valid driver’s license and a reliable vehicle are also required.

NB: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. From time to time, other duties may be assigned.

Employee Review: _____

Date: _____

Administrative Review: _____

Date: _____