

TITLE: Residential Quality Manager (RQM)

The Residential Quality Manger (RQM) position is a full time, salaried exempt position where the minimum expectation of work would be 40 hours per week. The RQM or “Q” is assigned homes based on the total number of consumers, the total number of Q hours budgeted to each client residing in the home, and the location of each home. They are in charge of all aspects of the success of ISL home and the consumers who live there.

The Q is the hub of all discussions with family, consumer(s), staff, guardians, administration, and the Regional office and acts as the liaison among all disciplines. Strong communication skills, problem solving skills, and leadership skills are critical to the success of this position. Q’s should have a strong knowledge of the community for area resources, and feel comfortable in developing partnerships with other organizations and agencies.

Qs will train all ISL Direct Support Professional (DSP) staff on each consumer’s Individual Support Plan (ISP) and Behavior Support Plan (BSP). They will have working knowledge of all clients served in the ISL department and be familiar with the daily routines so they are able to effectively train new staff. Qs have proven to be responsible, reliable and dependable employees. They have shown effective time management skills, exceptional communication skills and a strong knowledge of both the DSP Trainer and DSP positions.

A Q is on call during all business hours as well as after-hours should emergencies arise. They must be willing and able to work a flexible work schedule. Work hours may vary from day to day depending on assigned tasks. Some tasks may require office time others will take place in the ISL or in the community with the consumer, DSP Trainer or DSP.

PREFERRED QUALIFICATIONS:

- Bachelor’s degree in general or special education, Psychology, Sociology or a related human services field.

REQUIRED QUALIFICATIONS:

- 1 year of experience working with individuals with developmental disabilities.
- Knowledge of Applied Behavior Analysis Principles
- Knowledge of Word, Excel and Outlook systems. Ability to utilize a fax machine, phone system and other office materials as necessary for the position.
- CPR/FA, Behavior Management, Mandt, Medication Administration Level 1 Certified

MINIMUM QUALIFICATIONS:

- Ability to respond to staff and parents in an approachable and professional manner both in written and verbal communication and in a timely manner.
- Ability to work various hours and be on call during business and after hours to assist in emergency situations.
- Ability to role model and teach support staff how to implement the consumer’s Individual Support Plan (ISP) and/or Behavior Support Plan (BSP).
- Ability to summarize Daily Progress Notes into a written monthly report to include behavioral data and outcomes as described in the consumer’s ISP.
- Reliable and personal transportation that is insured in the state of Missouri or Illinois. Personal vehicle would be required to use for the purpose of client transportation, as necessary.
- Ability to work with a variety of clients in regardless of age, functionality and Behavior Support Plans.
- No major violations or disciplinary actions within the past 30 days.
- Ability to maintain current required trainings/certifications throughout the duration of employment.

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REPORTS TO: Residential Program Director, ISL Director

JOB REQUIREMENTS AND RESPONSIBILITIES:

- File all past data sheets in BIS office, per each consumer’s historical files.
- Organize and store original copies of all data sheets, health logs, and daily progress note. Maintain a sufficient number of copies available to for use in the home when the staff data book is running low.
- Review and understand how to implement each ISL consumer’s ISP/BSP in order to be responsible for assisting with the training of any new and current support staff plus any updates that occurs within the plan year
- Provide guidance, supervision, evaluation and support to support staff. Understand and be able to train all staff on each client in the home as well as the daily management of the home. Ensure that staff maintains appropriate training and that the training requirements for their position remains up to date throughout the duration of their employment.
- Provide introductions to the guardians/parents, staff in the home, case manager, BIS nurse, and personnel at pharmacy either through a phone call or in person each time someone new joins the team or caseload.
- Provide weekly/monthly contact with all interested parties such as schools, employers, parents, counselors, doctors, supervisors, etc.
- Attend all major medical appointments with client and scheduled support staff. Delegate non-urgent medical appointments to the Home Supervisor.
- Schedule and attend all major doctor’s appointments, and ensures that all paperwork from appointments is in both the home and office binders.
- Provide oversight to the client’s overall health and medication. Be sure scheduled and PRN medication is always available in the home, consults are turned in and the appropriate people or notified of individual’s health status.
- Medication changes are reflected immediately on MAR and Doctors orders and provide corrected MARS/PO to the BIS Nurse.
- Maintain current physician’s orders & MARS in the medical binder at the ISL. Ensure Physician Orders are signed by the doctor as BIS policy states (annually).
- Ensure that all staff in the home have signed the medication side effects forms.
- Schedule, lead, and write agenda for all mandatory staff monthly meetings, and follow up to ensure staff attend meetings or are trained up on the meeting agenda items.
- Ensure that all staff are completing documentation properly and in a timely manner.
- Schedule annual ISP meetings and invite all appropriate support team members to attend.
- Write ISP and any necessary changes that result in an ISP addendum throughout the ISP year, as well as obtain all required signatures from each member of the support team (DSP and others).
- Assist in ISP budget creation and justification for additional support services throughout the ISP plan year.
- Ensure consumer binders are complete with any needed documentation and data sheets and/or progress notes.
- Check that all staff have signed off on the ISP, BSP, medication side effects, and any other pertinent documents in the home for each consumer in the home each time someone new joins the team and after each addendum.
- Meet with the BIS Nurse and ISL Director monthly to review and ensure that all aspects of expectations are being satisfied.
- Communicate directly with Financial Department, Human Resources and Nursing regarding the completion and follow up for all requested documentation and questions.
- Ensure that all staffing needs are met in the home as stated on the individual’s budget/staffing pattern by both providing coverage and support to the open shifts or finding suitable replacement coverage by qualified DSP. Any discrepancy in staffing services is to be reported to the ISL Scheduler and ISL Director immediately in writing.

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- Monitor and respond to Requested Time Off through the www.whentowork.com system. Approve or deny all request for RTO, PTO (Paid Time Off), shift switches or trade board requests according to agency procedures.
- Review time sheets and www.whentowork.com for accuracy and budgeted expectations.
- On call 24 hours a day, seven days a week (request and approval for off- call as outlined in ISL procedures). Work with other department team members on current time off rotations and procedures that are being used. May be required to work in other ISLs in extenuating circumstances or emergency situations when on call.
- Collaborate with members of the behavior support team in ensuring all consumers rights are not restricted or are presented to the Human Rights committee for review and consideration.
- Completion of monthly Quality Assurance check in a timely manner.

In addition, Residential Quality Manager shall be responsible for:

- Print W2W staff schedules. Post in the house the last week of each month for the next 30 days of scheduling.
- Complete all monthly tracking documents and provide an overview of weekly scheduled hours in www.whentowork.com for the purpose of communicating availability and work structure for home.
- Turn in all required and requested documentation by expressed deadlines. This includes but is not limited to: incident reports, monthlies, ISP's, doctor's consultations sheets, home maintenance, financial reports, time sheets, etc. by the Residential Program Director or ISL Director. Some documentation requires daily attention, such as: daily observation notes on each shift, shift change checklist, medication sheets, goal documentation, communication notes, and documentation of community activities, and other paperwork as necessary for supports.
- Write and submit detailed Monthly Reports about consumer's lives and progress towards meeting their goals as outlined in the current ISP. Monthly reports are due in the home and office binders by the 15th of each month and are submitted to the ISL Director on the 10th of month.
- Complete Treatment Integrity forms when initially working with new support staff. This documentation should be utilized any time an observation of support staff is scheduled.
- Complete and submit monthly Mileage logs and Monthly Quality Assurance checklists to the ISL Director.
- Maintain a minimum of 160 hours per month. Direct support hours should be used to supplement any deficiencies in currently assigned Q caseload hours.
- Gather data, graph, and provide quality assurance as necessary to develop client monthly reports.
- Identify and report and medication errors, ensuring new MARS and medications are in the home at least 3 days prior to the start of the month.
- Oversee the making and posting of emergency evacuation procedures at ISL, ensuring safety drills are completed at each ISL monthly.
- Maintain each home's emergency kit, first aid kit and travel first aid kit. Ensure all are fully stocked in case of inclement weather/emergencies. Travel first aid kit needs to have emergencies contacts.
- Schedule a minimum of 2 weekly visits to each assigned home (for a total of 4 hrs in the home) to check all the documentation (Staff Data Book) for accuracy and signatures, look through the MAR for missing signatures/errors, checking timesheets for tardiness and/or discrepancies, checking the safety book for drills, completing the monthly safety inspection, checking to ensure that all Quality Assurance issues have been resolved, ensuring the calendar and schedules are current, and checking the house for overall cleanliness and safety concerns.
- Ensuring at least 1 weeks' worth of food is in the home at all times, as well as all household necessities are present.
- Ensuring all receipts (theirs and the house) to the ISL Financial Manager by the specified deadline of each month.

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- Balancing consumer ledgers including personal and chaperone funds, household and turning in receipts to ISL Financial Officer
- Ensuring staff thoroughly and accurately completing Event Report Forms when an incident warrants one and ensures that it is received in the office within 24 hours and that the notification procedure has been completed
- Residential Quality Manager is responsible for assisting with any audit preparations.
- Residential Quality Manager is responsible for maintaining communication between the consumer’s guardians, case managers, behavior therapists, other RQMs, DSP Trainers, Residential Program Director, ISL Director, and all other relevant parties.
- Residential Quality Manager will provide written and verbal Feedback to the DSP Trainer and Direct Support Professional staff when appropriate.
- All feedback communication should be attempted through phone call first, and then provided with written documentation to include a timeline for the staff to reply and a disclaimer that a copy of the feedback will be going in their file.
- Attend all agency staff meetings, ISL mandatory monthly team meetings and ISL Director Meetings.
- Oversee submission of ISL timesheets, ISL DSP mileage, and ISL Attendance Tracking.
- Conduct annual reviews for all DSP Trainers and Direct Support Professionals in the position within the residential department of assigned ISLs.
- When applicable, apply and assist as needed with keeping current food stamps, housing information, Medicaid, spend down, lifeline, and any other assistance the individuals receiving.
- Know, abide by, and enforce all BIS policies. Follow professional standards when dealing with employees. Be consistent when following policies.
- Follow through with off-call request procedures as written
- The Q position is on call 24 hours a day, 7 days a week. Supervisors may share and rotate on-call responsibilities. This rotation typically involves alternating weekends between the Q and HS of the home. These weekends are worked out ahead of time and submitted to the ISL Director by the deadline specified. The rotation is never a guarantee, as exceptional circumstances may occur that prevent any supervisor from going off call.
- Prevent, report, and stop abuse & neglect of supported individual. Act as a mandated reporter for abuse/neglect – that is, report all incidents or suspected incidents of abuse and neglect to the appropriate persons.
- All other duties as assigned.

Employee Signature _____

Date ____/____/____

ISL Director Signature _____

Date ____/____/____

HR Department Signature _____

Date ____/____/____