C O T T O N W O O D, I N C O R P O R A T E D

JOB DESCRIPTION

Revised: 11/17

**DEPARTMENT:** Work Services **JOB TITLE:** Work Services Supervisor

**JOB SUMMARY:** The Work Services Supervisor assists the persons served in developing work skills and the appropriate behaviors necessary to attain and maintain independent employment. The WSS will provide productive Career Development activities for the persons served when work is not available. The WSS is responsible for completing appropriate documentation regarding the payroll and Person-Centered Support Plan for each person served.

**QUALIFICATIONS:** Must have high school diploma or equivalent. Experience in working with people with developmental disabilities is preferred. Must have a valid driver’s license and a driving record acceptable to Cottonwood’s insurance carrier. Must have ability to lift and carry as much as 40lbs and provide physical interaction as trained in managing behavioral issues. A flexible attitude is essential.

**SUPERVISION RECEIVED:** Work Services Coordinator

**SUPERVISION GIVEN:** None

**THIS POSITION IS:** Non-Exempt

**JOB RESPONSIBILITIES:**

\*1. Protect and promote the rights, dignity, health, and safety of persons served.

\*2. Assure agency that the Cottonwood site enhances the independence and self-sufficiency of the persons served. This includes maximizing each person’s productivity and earnings.

\*3. May be required to transport and supervise persons served on off-site work crews, documenting production and behavior data while representing Cottonwood in a professional manner.

\*4. Develop ***caring relationships*** with each individual you work with using ***lavish praise*** and positive reinforcement.

\*5. Assure agency that KDADS and agency policies, procedures, and regulations are in compliance and implemented within areas supervised.

\*6. Assure agency of consumer satisfaction involving individuals served. Goal- 90% average on Consumer Satisfaction Survey, implemented annually.

\*7. Participate in all aspects of the Person-Centered Support Plan (PCSP) process for persons served. Assist individuals in achieving their desired outcomes.

\*8. Set up production jobs efficiently & ensure good quality of completed product. Goal- 98% average on daily Quality

Assurance checks.

\*9. Work within prescribed schedule as approved by supervisor and complete responsibilities in a timely and efficient

manner. Assure that absences do not adversely affect the timely completion of responsibilities or unduly burden

coworkers. The following scale will be used to assess attendance for the previous year at the next annual evaluation:

3-Exemplary (0-3 days) 2-Good Work (4-7 days) 1-Needs Improvement (8 or more days).

\*10. Takes initiative to follow through with assigned responsibilities and does whatever it takes to complete tasks.

Is creative in helping solve challenges.

\*11. Provide productive Career Development activities for persons served when paid work is not

available. Assess, document, and utilize input from persons served to plan and conduct appropriate,

meaningful training and activities. This may include transporting and supervising persons served on outings

in the community.

\*12. Ensure that staff time sheets, incident reports, personnel action forms, consumer PCSP objectives, consumer time cards, contact notes, Worker of the Month nominations, monthly Safety Meeting reports and other records are completed and turned in on time. Complete annual work assessments for the individuals served.

\*13. Set a wholesome, appropriate model for consumers and staff.

\*14. Demonstrate the ***five and fifty rule***—greeting everyone when they are within five feet and smiling when they are within fifty feet.

\*15. Attend to the personal needs of individuals served, including help with meals and toileting hygiene as necessary.

\*16. Attend scheduled meetings, serve on agency committees, monitor break room, and attend in-service training, as required.

\*17. Communicate accurately, professionally, and appropriately. Maintain positive, professional working relationships with persons served, other staff members, parents, and community representatives. Present a positive, fair, and accurate image of the organization to the public.

\*18. Collaborate and problem solve with other staff in a professional manner. Promote team participation and negotiation.

\*19. Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts toward individuals served. Report any

suspected incidents according to Cottonwood Policies and Procedures.

\*20. Have the ability to lift and carry 40 lbs and provide physical interaction as trained in managing behavioral issues.

\*21. Maintain knowledge of medical issues including medication usage and side effects for individuals served assigned to supervisor’s work group.

\*22. This position will perform other duties within the guidelines of this job description as

assigned by the supervisor.

Employee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Coordinator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Senior Coordinator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Services Director:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This Job Description does not provide the basis for an employment contract. It is intended solely to outline the qualifications and responsibilities associated with this position. These qualifications and responsibilities may be changed at any time to support and enhance the Agency's successful achievement of its mission.

\* Essential Functions

**C O T T O N W O O D , I N C O R P O R A T E D**

**PERFORMANCE PLANNING AND EVALUATION**

**NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DEPARTMENT:** Work Services **JOB TITLE:** Work Services Supervisor

**PROCEDURE:**

1. A performance planning and evaluation conference will be scheduled between the employee and supervisor. This will be done at least annually and at any time when there is a need to add additional responsibilities or change current responsibilities.

2. During the conference: a) The employee's job description will be reviewed. b) The current job responsibilities will be discussed and reviewed. c) The employee's performance outcomes will be reviewed, the rating will be discussed, and additional comments or suggestions will be noted. d) The employee's strengths and any suggested improvements will be discussed. e) Changes in responsibilities and/or new responsibilities to be added for the next performance period will be planned. Any additional goals will also be discussed and documented.

## P E R F O R M A N C E E V A L U A T I O N

LEVELS OF ACHIEVEMENT

3-Exemplary 2- Good Work 1-Needs Improvement

Scores of “1” and “3” require a comment

**PERFORMANCE OUTCOMES RATING**

\*1. Protect and promote the rights, dignity, health, and safety of persons served.

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\*2. Assure agency that the Cottonwood site enhances the independence and self-sufficiency

of the persons served. This includes maximizing each person’s productivity and earnings

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\*3. May be required to transport and supervise persons served on off-site work crews,

documenting production and behavior data while representing Cottonwood in a professional manner.

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\*4. Develop ***caring relationships*** with each individual you work with using ***lavish praise*** and

positive reinforcement.

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\*5. Assure agency that KDADS and agency policies, procedures, and regulations are in

compliance and implemented within areas supervised.

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\*6. Assure agency of consumer satisfaction involving individuals served. Goal: 90% average

on Consumer Satisfaction Survey, implemented annually.

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\*7. Participate in all aspects of the Person-Centered Support Plan (PCSP) process for persons served.

Assist individuals in achieving their desired outcomes.

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\*8. Set up production jobs efficiently & ensure good quality of completed product. Goal- 98% average

on daily Quality Assurance checks.

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\*9. Work within prescribed schedule as approved by supervisor and complete responsibilities in a

timely and efficient manner. Assure that absences do not adversely affect the timely completion of

responsibilities or unduly burden coworkers. The following scale will be used to assess attendance

for the previous year at the next annual evaluation:

3-Exemplary (0-3 days) 2-Good Work (4-7 days) 1-Needs Improvement (8 or more days).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

\*10. Takes initiative to follow through with assigned responsibilities and does whatever it takes to

complete tasks. Is creative in helping solve challenges.

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\*11. Provide productive Career Development activities for persons served when paid work is not

available. Assess, document, and utilize input from persons served to plan and conduct appropriate,

meaningful training and activities. This may include transporting and supervising persons served on

outings in the community.

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\*12. Ensure that staff time sheets, incident reports, personnel action forms, consumer PCSP objectives,

consumer time cards, contact notes, Worker of the Month nominations, monthly Safety Meeting reports

and other records are completed and turned in on time. Complete annual work assessments for the individuals

served.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

\*13. Set a wholesome, appropriate model for consumers and staff.

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\*14. Demonstrate the ***five and fifty rule***—greeting everyone when they are within five feet

and smiling when they are within fifty feet.

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\*15. Attend to the personal needs of individuals served, including help with meals and toileting

hygiene as necessary.

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\*16. Attend scheduled meetings, serve on agency committees, monitor break room, and attend

in-service training, as required.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

\*17. Communicate accurately, professionally, and appropriately. Maintain positive, professional

working relationships with persons served, other staff members, parents, and community representatives.

Present a positive, fair, and accurate image of the organization to the public.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_

18. Collaborate and problem solve with other staff in a professional manner. Promote team participation

and negotiation

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\*19. Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts toward individuals served.

Report any suspected incidents according to Cottonwood Policies and Procedures.

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\*20. Have the ability to lift and carry 40 lbs and provide physical interaction as trained in managing

behavioral issues.

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\*21. Maintain knowledge of medical issues including medication usage and side effects for individuals

served assigned to supervisor’s work group.

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\*22. This position will perform other duties within the guidelines of this job description as

assigned by the supervisor.

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**Total Numerical Score:\_\_\_\_\_\_\_**

**AVERAGE SCORE** = \_\_\_\_\_\_\_

Total added score divided by number of outcomes

**PERCENT SALARY INCREASE:** \_\_\_\_\_\_\_

**PLANNING OUTCOME**

**PRINCIPAL STRENGTHS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**SUGGESTED IMPROVEMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**PROGRESS MADE ON LAST YEAR’S GOAL(S):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
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**GOAL(S) FOR THE COMING YEAR:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
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**SUPERVISOR'S COMMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**EMPLOYEE'S COMMENTS:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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**CHANGED RESPONSIBILITIES:**

**ADDED:**

**DELETED:**

**ADDITIONAL GOALS:**

**Training expiring in next 12 months:**

Mandt Date Expiring\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Medication Administration Date Expiring\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

CPR Date Expiring\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

First Aid Date Expiring\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you received any traffic citations in the past year? \_\_\_\_\_\_\_\_\_\_\_\_\_

If yes, please describe:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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List of items completed:

Proof of current personal auto insurance attached:\_\_\_\_\_

Reviewed Bloodborne Pathogens:­­­­­­\_\_\_\_\_

Reviewed Driver Safety:\_\_\_\_\_

Reviewed Consumer Confidentiality:\_\_\_\_\_

Reviewed Corporate Compliance Policy\_\_\_\_\_

Harassment Policy Reviewed:\_\_\_\_\_

Do you need to update any of your “Emergency Contact” information? \_\_\_\_\_

Employee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Coordinator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Senior Coordinator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Services Director:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Revised: 11/17

**Cottonwood, Inc. Code of Ethical Conduct**

This Code of Ethics embodies certain standards of conduct for Cottonwood, Inc. including staff members and boards of trustees as the work of the organization is carried out daily. In abiding by this code, it is understood that staff and board members view his or her obligations in as wide a context as the situation requires, taking all the principles into consideration and choosing a course of action consistent with the spirit and intent by which they were created.



**T** I shall promote inclusion and equitable **TREATMENT** for all people.



**H** I shall be **HONEST** in all communication and marketing endeavors internally and externally.



**U** I shall do my **UTMOST** to inform and advocate for the individuals served.



**M** I shall provide **MISSION** based supports and services with integrity, compassion, and respect for all individual differences and choices as a member of a well trained, competent and diverse staff.



**B** I shall adhere to professional **BOUNDARIES, act with integrity** and promote excellence for all staff.



**S** I shall serve as a responsible **STEWARD** for public and private funds, committed to the highest standards of conduct in all business and fiscal relationships.



**U** I shall **UNITE** with individuals to promote choice, inclusion, growth and development.



**P** I shall respect the **PRIVACY** and confidentiality of persons served.

These concepts are woven throughout Cottonwood’s policies, job descriptions, corporate compliance plan, marketing, fiscal management, strategic planning, staff training, board orientation and performance reviews. They should be evident in all interactions with individuals served, co-workers, families, funders, and the public.

I am aware and will uphold the NISH Community Rehabilitation Program Ethical Standards, as listed on the back of this page.

If I become aware of any possible violations of the Code of Ethical Conduct, I should discuss it with my immediate supervisor, the Director of Human Resources, (785/840-1627) or another member of the Management Team.

I understand that violation of the Code of Ethical Conduct may be grounds for disciplinary action, up to and including termination.

Signature Date

Revised: 03/31/2009

NISH COMMUNITY REHABILITATION PROGRAM ETHICAL STANDARDS

The Ethical Standards developed by the NISH Board of Directors present standards of conduct expected of NISH Affiliated Community Rehabilitation Programs. Whether a NISH Affiliate organization has an AbilityOne project or desires to participate in the AbilityOne program, these Standards represent essential qualities of conduct.

The Standards are:

1. We will treat people with disabilities with respect and put their aspirations and dignity first in the design and day to day operation of our organizations.
2. We will obey the law and regulations of the jurisdictions and authorities under which we operate, including Worker’s Compensation, OSHA, and the Department of Labor.
3. We affirm that we are duly organized, validly existing, and in good standing under the laws of the jurisdictions, and have all the power and government authorizations necessary to own and operate our assets and carry on our business.
4. We will assure that our employees and our governing body avoids conflicts of interest.
5. We will maintain a governance structure that promotes public confidence.
6. We affirm that neither our organization, nor officers or directors are presently prohibited from participation in transactions by any federal agency, or have been indicted or convicted of or had a civil judgment for commission of fraud, or other criminal offense in regard to performing a public contract.
7. We will qualify people with severe disabilities accurately and in good faith with AbilityOne Program regulations.
8. We will affirm current compliance and agree to continued compliance with all laws and regulations applicable to federal government contractors, as well as all laws and regulations pertaining to participation in the AbilityOne Program.
9. We will file accurate and timely reports, including Committee for Purchase Annual Report 404 and IRS 990.