**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: 12/12

**DEPARTMENT:** Residential **JOB TITLE:** Residential On-Call Manager

**JOB SUMMARY:** Responsible for ensuring the availability of skilled on-call coverage, effective medication administration, plus training and oversight of direct-service staff during evening, weekend, and holiday hours. This position works with Residential Coordinators and Director to ensure consumer-driven service provision and to correct any problems or deficiencies.

**QUALIFICATIONS:** Three years experience in the field with management experience preferred. Relevant college coursework may substitute for part of the experience requirement. Must have a valid driver’s license and a driving record acceptable to Cottonwood’s insurance carrier. Must have reliable transportation and proof of insurance. Must be physically able to intervene in the event of physical conflict. Must be able to clearly communicate information to others, both orally and in writing.

**SUPERVISION RECEIVED:** Residential Coordinator and Director.

**SUPERVISION GIVEN:** None

**THIS POSITION IS:** Non-Exempt

**JOB RESPONSIBILITIES:**

1. Support, direct, and assist direct-service staff as needed in on-call situations. Independently problem-solve and follow up to resolve on-call needs.
2. Evaluate situations for severity and potential consequences. If warranted, involve appropriate management staff, police, family, etc.
3. Log all calls and actions taken. Maintain on-call notebook.
4. Respond positively and professionally to individuals served, co-workers, supervisors, agency staff, parents, and community representatives. Present a positive, fair, and accurate image of the agency to the public. Support Cottonwood’s mission. Demonstrate the ***five and fifty rule***—greeting everyone when they are within five feet and smiling when they are within fifty feet.
5. Effectively communicate, verbally or by written report, any necessary information to facilitate resolution in a timely manner.
6. Provide quality assurance checks at residential sites as directed. Ensure compliance with Cottonwood policies and procedures. Take appropriate action to correct any obviously unsafe conditions.
7. Assess consumer satisfaction annually through completion of Consumer Satisfaction Surveys.
8. Train staff as directed and provide on-site feedback. Promote best practice in service provision. If serious deficiencies are observed, provide immediate corrective instruction and feedback.
9. Work as a substitute in residential sites as needed. Demonstrate competency in all positions.
10. Work within established systems to ensure coverage when staff is unavailable.
11. Demonstrate on-going competency in medication administration at all residential sites as determined by nursing staff. Carry out all delegated nursing tasks (not limited to medication administration). Maintain accurate documentation.
12. Monitor the maintenance and safety of residential facilities and vehicles as dictated by licensing and accreditation standards and by management staff. Follow up as needed.
13. Provide transportation and operate specialized equipment as needed in a safe and appropriate manner. Maintain acceptable insurance eligibility.
14. Fulfill 24-hr. responsibility of on-call duty maintaining on-call availability during all coverage periods. Work scheduled hours. \*\*Sickness will not automatically excuse on-call responsibility.
15. Assure that absences do not adversely affect the timely completion of responsibilities and do not unduly burden co­workers. Accurately record hours worked on timesheet.
16. Protect and promote the rights, dignity, opportunity for choice, health, and safety of individuals served. Develop ***caring relationships*** with each individual you work with using ***lavish praise*** and positive reinforcement.
17. Demonstrate zero tolerance for abusive, neglectful, and /or exploitative acts toward individuals served. Report any suspected incidents according to Cottonwood policies and procedures.
18. Ensure compliance with Cottonwood’s policies and procedures. Take appropriate action to correct any obviously unsafe conditions.
19. Complete other duties as requested.
20. Unique requirements of this position (additional requirements may be added as the need arises):

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

Residential Coordinator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_

Residential Director:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_

Administrator of Services:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_

CEO:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_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 Function**

**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:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**DEPARMENT:** Residential **JOB TITLE:** Residential On-Call Manager

**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 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” & “3” require a comment**

**PERFORMANCE OUTCOMES RATING**

\*1. Support, direct, and assist direct-service staff as needed in on-call situations. Independently problem-solve

and follow up to resolve on-call needs.

--------------\*2.Evaluate situations for severity and potential consequences. If warranted, involve appropriate management

staff, police, family, etc.

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\*3. Log all calls and actions taken. Maintain on-call notebook.

--------------\*4.Respond positively and professionally to individuals served, co-workers, supervisors, agency staff, parents,

and community representatives. Present a positive, fair, and accurate image of the agency to the public. Support Cottonwood’s mission. Demonstrate the ***five and fifty rule***—greeting everyone when they are within five feet

and smiling when they are within fifty feet.

--------------\*5.Effectively communicate, verbally or by written report, any necessary information to facilitate resolution

in a timely manner.

--------------\*6.Provide quality assurance checks at residential sites as directed. Ensure compliance with Cottonwood

policies and procedures. Take appropriate action to correct any obviously unsafe conditions.

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\*7. Assess consumer satisfaction annually through completion of Consumer Satisfaction Surveys.

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\*8.Train staff as directed and provide on-site feedback. Promote best practice in service provision. If serious

deficiencies are observed, provide immediate corrective instruction and feedback.

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\*9. Work as a substitute in residential sites as needed. Demonstrate competency in all positions.

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\*10. Work within established systems to ensure coverage when staff is unavailable.

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\*11. Demonstrate on-going competency in medication administration at all residential sites as determined by

nursing staff. Carry out all delegated nursing tasks (not limited to medication administration). Maintain accurate

documentation.

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\*12. Monitor the maintenance and safety of residential facilities and vehicles as dictated by licensing and

accreditation standards and by management staff. Follow up as needed.

--------------\*13.Provide transportation and operate specialized equipment as needed in a safe and appropriate manner.

Maintain acceptable insurance eligibility.

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\*14. Fulfill 24-hr. responsibility of on-call duty maintaining on-call availability during all coverage periods.

Work scheduled hours. \*\*Sickness will not automatically excuse on-call responsibility.

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\*15. Assure that absences do not adversely affect the timely completion of responsibilities and do not unduly

burden co­workers. Accurately record hours worked on timesheet.

--------------\*16.Protect and promote the rights, dignity, opportunity for choice, health, and safety of individuals served.

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

--------------\*17.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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\*18. Ensure compliance with Cottonwood’s policies and procedures. Take appropriate action to correct any

obviously unsafe conditions.

--------------\*19.Complete other duties as requested.

--------------\*20.Unique requirements of this position (additional requirements may be added as the need arises):

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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:**

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

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

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

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

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

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

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

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

Employee:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_

Residential Coordinator:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_

Residential Director:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_

Administrator of Services:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_

CEO:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_

Revised: 8/14

**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.