**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 Coordinator

**JOB SUMMARY:** Responsible for ensuring the effective provision of residential services for individuals living in group homes and apartments.

**QUALIFICATIONS:** Bachelor's degree and experience in the field or at least 2 years college course work plus 2 or more years experience in field with management experience preferred. Must have a valid driver’s license and driving record acceptable to Cottonwood's insurance carrier. Must be able to evacuate individuals in the event of an emergency and be able to intervene in the event of physical conflict.

**SUPERVISION RECEIVED:** Residential Director.

**SUPERVISION GIVEN:** Residential Direct-contact staff.

**THIS POSITION IS:** Exempt   
**JOB RESPONSIBILITIES:**

1. Recruit, orient, train, supervise, schedule, and evaluate residential direct-line staff to ensure ongoing provision of consumer-centered service in group homes and apartments. Disseminate information on a daily basis to facilitate service provision.
2. Participate in the Individual Service Planning (ISP) Process. Assist consumers and staff in pursuing individualized Action Plans. Track results and provide data to the Residential Director for inclusion in the Residential Department’s Outcome Measurements.
3. Monitor consumer financial concerns with regard to bill-paying, accurate record-keeping, and maintaining solvency. Report all potentially adverse financial issues to the Residential Director as soon as possible.
4. Monitor the maintenance and safety of Residential sites as per licensing and accreditation standards and as directed by Residential Director. Correct current issues and problem-solve to prevent any future problems.
5. Work as a substitute in group homes and apartments if necessary.
6. Perform on-call responsibilities as scheduled. Support direct-contact staff as needed in emergency situations.
7. Serve as a member of Residential management team and provide input and follow through for outcome measurement, strategic planning, budget, expansion, etc.
8. Represent the Residential Department on various organization-wide committees. Communicate effectively.
9. Collaborate with other Cottonwood departments to provide quality services.
10. Provide for or arrange contacts with generic community agencies, organizations, and family members to facilitate services and enrich the quality of life of persons served.
11. Pursue new techniques and information through attendance at in-services and conferences and through review of current literature.
12. Ensure compliance with Cottonwood policies and procedures; take appropriate action to correct any obviously unsafe conditions.
13. Respond positively and professionally to individuals served, co-workers, supervisor, agency staff, parents, and community representatives. Present 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.
14. Preserve and promote the rights, dignity, opportunities for choice, health, self-sufficiency, satisfaction, and independence of the persons served. Develop ***caring relationships*** with each individual you work with using ***lavish praise*** and positive reinforcement.
15. Make sure that staff supervised complete required training and that time sheets, incident reports, personnel action forms, contact notes, and other forms of documentation are completed.
16. Adhere to agreed-upon work schedule, report for work punctually, and assure that absences do not adversely affect the timely completion of responsibilities and unduly burden co-workers.
17. Demonstrate competency in Medication Administration for all sites, as determined by nursing staff. Complete all delegated nursing tasks.
18. Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts towards individuals served. Report any suspected incidents according to KDADS and Cottonwood Policies and Procedures. Participate as needed in related investigations. Help formulate and implement corrective action plans to decrease the likelihood of recurring incidents.
19. Provide transportation and operate specialized equipment as needed safely and appropriately.
20. Complete other duties as requested.
21. Unique requirements of this position (additional requirements may be added as the need arises):

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

Department 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 Coordinator

**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. Recruit, orient, train, supervise, schedule, and evaluate residential direct-line staff to ensure ongoing

provision of consumer-centered service in group homes and apartments. Disseminate information on a daily

basis to facilitate service provision.

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\*2. Participate in the Individual Service Planning (ISP) Process. Assist consumers and staff in pursuing

individualized Action Plans. Track results and provide data to the Residential Director for inclusion in the

Residential Department’s Outcome Measurements.

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\*3. Monitor consumer financial concerns with regard to bill-paying, accurate record-keeping, and maintaining

solvency. Report all potentially adverse financial issues to the Residential Director as soon as possible.

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\*4. Monitor the maintenance and safety of Residential sites as per licensing and accreditation standards and as

directed by Residential Director. Correct current issues and problem-solve to prevent any future problems.

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\*5. Work as a substitute in group homes and apartments if necessary.

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\*6. Perform on-call responsibilities as scheduled. Support direct-contact staff as needed in emergency situations.

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\*7. Serve as a member of Residential management team and provide input and follow through for outcome measurement, strategic planning, budget, expansion, etc.

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\*8. Represent the Residential Department on various organization-wide committees. Communicate effectively.

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\*9. Collaborate with other Cottonwood departments to provide quality services.

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\*10. Provide for or arrange contacts with generic community agencies, organizations, and family members to

facilitate services and enrich the quality of life of persons served.

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\*11. Pursue new techniques and information through attendance at in-services and conferences and through

review of current literature.

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\*12. Ensure compliance with Cottonwood policies and procedures; take appropriate action to correct any obviously unsafe conditions.

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\*13. Respond positively and professionally to individuals served, co-workers, supervisor, agency staff, parents,

and community representatives. Present 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.

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\*14. Preserve and promote the rights, dignity, opportunities for choice, health, self-sufficiency, satisfaction,

and independence of the persons served. Develop ***caring relationships*** with each individual you work with using

***lavish praise*** and positive reinforcement.

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\*15. Make sure that staff supervised complete required training and that time sheets, incident reports, personnel

action forms, contact notes, and other forms of documentation are completed.

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\*16. Adhere to agreed-upon work schedule, report for work punctually, and assure that absences do not

adversely affect the timely completion of responsibilities and unduly burden co-workers. The following

scale will be used to asses work 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)

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\*17. Demonstrate competency in Medication Administration for all sites, as determined by nursing staff.

Complete all delegated nursing tasks.

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\*18. Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts towards individuals served.

Report any suspected incidents according to KDADS and Cottonwood Policies and Procedures. Participate as

needed in related investigations. Help formulate and implement corrective action plans to decrease the likelihood

of recurring incidents.

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\*19. Provide transportation and operate specialized equipment as needed safely and appropriately.

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\*20. Complete other duties as requested.

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\*21. 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:**

**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? \_\_\_\_\_\_\_\_\_\_\_

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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: \_\_\_\_\_\_\_\_

Department 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.