**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: 3/19

**DEPARTMENT**: Retirement Enrichment Services (LES)

**JOB TITLE:** Retirement Enrichment Services Supervisor II—***Team Leader***

**JOB SUMMARY:** This position assists older adults with intellectual and developmental disabilities in consumer-driven life skills that will help them maintain an active role in their community, as well as, participation in their preferred retirement interests. The Team Leader is responsible for daily provision of services to consumers during service hours. This primarily involves organizing daily scheduled activities, community/leisure events, and the promotion of consumer driven services. The Team Leader is expected to demonstrate above average organizational and communication skills, as well as, report any concerns or praise promptly.

**QUALIFICATIONS:** Must have a high school diploma or equivalent. Two years of college coursework or two years’ experience in a related field preferred. Must have a valid class C driver’s license and driving record acceptable to Cottonwood’s insurance provider. Must be able to pass all required back ground checks and drug screen. Must be physically able to evacuate consumers in the event of an emergency, be able to intervene in the event of a physical conflict, and assist consumers in daily personal care. Must be able to endure some physical exertion (assisting with transfers, wet mopping, etc.), have the ability to stand for long periods of time, and be able to lift a minimum of 25 pounds. This position requires proficient office skills including but not limited to accessing e-mail daily, the Microsoft Suite, and online or electronic timecards; or the ability to become proficient with the technological skills necessary. Must possess excellent interpersonal skills and demonstrate the ability to organize daily activities and provide feedback to Retirement Enrichment Services Coordinator and Supervisors. The Team Leader is not intended to replace the responsibility and accountability of any staff with regard to program areas nor is it intended to be a supervisory role. This position provides additional resources to staff to promote best practices in service delivery.

**SUPERVISION RECEIVED:** Retirement Enrichment Services Coordinator

**SUPERVISION GIVEN:** None

**THIS POSITION IS:** Non-Exempt

***Professional Development***

1. 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. Accurately record hours worked on time sheet.
2. Participate in all aspects of the Person-Centered Support Planning (Support Plan) (PCSP) process for persons served. Assist consumers in achieving their desired outcomes through the completion of individual Goals/Action Plans by target dates.
3. Provide transportation and operate specialized equipment as needed in a safe and appropriate manner. Maintain acceptable insurance eligibility.
4. Assist with the planning and execution of the Life Enrichment Art Show.
5. Ensure that individual consumer and petty cash financial records are well maintained and balanced daily.
6. Train and mentor new staff according to Cottonwood policies and procedures. Promote and facilitate technological solutions to learning and training.
7. Direct, delegate, and critique the work of other retirement staff, providing feedback, and correction of work as needed. Inform Retirement Coordinator of personnel situations that require additional attention/assistance to resolve.
8. Promote teamwork and problem solving within the team environment; seek guidance from the Retirement Enrichment Coordinator in matters of conflict resolution.
9. Ensure completion and maintenance of all required program documentation, both electronic and written, in accordance with licensing, applicable standards, and policy.
10. Attend training, agency meetings, and Person-Centered Support Plan (Support Plan) conferences as required to maintain competency in position.
11. Team Leaders will attend weekly staff meetings and facilitate at least one monthly staff meeting to review scheduling, paperwork, the calendar, and help problem-solve issues that arise.

***Communication***

1. Team Leaders are required to communicate accurately, professionally and appropriately.
2. Respond positively and professionally to individuals served, co-workers, supervisor, Cottonwood staff, parents, and community representatives. Present a positive, fair, and accurate image of the agency to the public and support Cottonwood’s mission.
3. Facilitate intra-agency communication regarding service provision, Cottonwood policy, and general organizational happenings between departmental staff and other Cottonwood personnel by ensuring that information is shared and understood.

***Creating a Meaningful Day***

When ***Creating a Meaningful Day*** Team Leaders must be able to sufficiently demonstrate the skills necessary to actively role model, independently perform, as well as, provide feedback and praise for co-workers in the following areas:

1. Ensure that the services provided promote the rights, dignity, and opportunities for independent choice and self-sufficiency of the individuals served. Additionally, services must occur in accordance with licensing, applicable standards, Cottonwood policies and procedures, or as designated by the Retirement Enrichment Services Coordinator.
2. Assist in the development of service curriculum. This includes but is not limited to community integration opportunities, educational and leisure classes at the Retirement Enrichment Services Center, as well as, other opportunities for learning and personal growth.
3. Directly provide opportunities and encouragement for consumers to participate in individualized and group curriculum activities. Offer choices and suggestions of activities through monthly program meetings and informally through daily conversation.
4. Maintain community resources to enhance relationships and experiences. Facilitate relationships with the community as a whole by encouraging friendships and volunteer activities.

***Health & Safety***

1. Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts towards individuals served. Report any suspected incidents according to Cottonwood policies and procedures.
2. Maintain work place organization in compliance with licensing, applicable standards, Cottonwood policy, and the consumer’s needs and abilities with respect to housekeeping, program supply purchasing, maintenance reporting, record keeping, and documentation. Staff will provide to individuals served the necessary supports to maintain their environment in a safe and healthy manner.
3. Demonstrate on-going competency in medication administration as determined by nursing staff. Carry out all delegated nursing tasks (not limited to medication administration). Maintain accurate documentation.
4. Ensure all required monthly safety drills and checklists are delegated to staff, completed, and then turned into the Retirement Coordinator at the end of each month per licensing and policy standards.
5. Provide emergency/crisis intervention, as needed (medical emergencies, evacuation situations, behavioral events, etc.).
6. All staff will attend to the personal needs of consumers, including help with meals, toileting/hygiene and specific health maintenance as necessary.

***Additional Requirements***

1. Perform all other projects and duties as assigned by the Retirement Enrichment Services Coordinator.
2. Develop ***caring relationships*** with each individual you work with ***using lavish praise*** and positive reinforcement.
3. Demonstrate the ***Five and Fifty Rule***—greeting everyone when they are within five feet and smiling when they are within fifty feet.

Employee: Date:

Supervisor: Date:

Department Director: Date:

Administrator of Services: Date:

CEO: Date:

**\*Essential Functions**

**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.**

**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:** Life Enrichment Services (LES)

**JOB TITLE:** Work Enrichment Services Supervisor II *Team Leader*

**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**

***Professional Development***

1. 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. Accurately record hours worked on time sheet.

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1. Participate in all aspects of the Person-Centered Support Planning (Support Plan) (PCSP) process for persons served. Assist consumers in achieving their desired outcomes through the completion of individual Goals/Action Plans by target dates.

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1. Provide transportation and operate specialized equipment as needed in a safe and appropriate manner. Maintain acceptable insurance eligibility.

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1. Assist with the planning and execution of the Life Enrichment Art Show.

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1. Ensure that individual consumer and petty cash financial records are well maintained and balanced daily.

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1. Train and mentor new staff according to Cottonwood policies and procedures. Promote and facilitate technological solutions to learning and training.

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1. Direct, delegate, and critique the work of other retirement staff, providing feedback, and correction of work as needed. Inform Retirement Coordinator of personnel situations that require additional attention/assistance to resolve.

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1. Promote teamwork and problem solving within the team environment; seek guidance from the Retirement Enrichment Coordinator in matters of conflict resolution.

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1. Ensure completion and maintenance of all required program documentation, both electronic and written, in accordance with licensing, applicable standards, and policy.

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1. Attend training, agency meetings, and Person-Centered Support Plan (Support Plan) conferences as required to maintain competency in position.

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1. Team Leaders will attend weekly staff meetings and facilitate at least one monthly staff meeting to review scheduling, paperwork, the calendar, and help problem-solve issues that arise.

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***Communication***

1. Team Leaders are required to communicate accurately, professionally and appropriately.

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1. Respond positively and professionally to individuals served, co-workers, supervisor, Cottonwood staff, parents, and community representatives. Present a positive, fair, and accurate image of the agency to the public and support Cottonwood’s mission.

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1. Facilitate intra-agency communication regarding service provision, Cottonwood policy, and general organizational happenings between departmental staff and other Cottonwood personnel by ensuring that information is shared and understood.

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1. Ensure that the services provided promote the rights, dignity, and opportunities for independent choice and self-sufficiency of the individuals served. Additionally, services must occur in accordance with licensing, applicable standards, Cottonwood policies and procedures, or as designated by the Retirement Enrichment Services Coordinator.

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1. Assist in the development of service curriculum. This includes but is not limited to community integration opportunities, educational and leisure classes at the Retirement Enrichment Services Center, as well as, other opportunities for learning and personal growth.

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1. Directly provide opportunities and encouragement for consumers to participate in individualized and group curriculum activities. Offer choices and suggestions of activities through monthly program meetings and informally through daily conversation.

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1. Maintain community resources to enhance relationships and experiences. Facilitate relationships with the community as a whole by encouraging friendships and volunteer activities.

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***Health & Safety***

1. Demonstrate zero tolerance for abusive, neglectful, and/or exploitative acts towards individuals served. Report any suspected incidents according to Cottonwood policies and procedures.

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1. Maintain work place organization in compliance with licensing, applicable standards, Cottonwood policy, and the consumer’s needs and abilities with respect to housekeeping, program supply purchasing, maintenance reporting, record keeping, and documentation. Staff will provide to individuals served the necessary supports to maintain their environment in a safe and healthy manner.

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1. Demonstrate on-going competency in medication administration as determined by nursing staff. Carry out all delegated nursing tasks (not limited to medication administration). Maintain accurate documentation.

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1. Ensure all required monthly safety drills and checklists are delegated to staff, completed, and then turned into the Retirement Coordinator at the end of each month per licensing and policy standards.

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1. Provide emergency/crisis intervention, as needed (medical emergencies, evacuation situations, behavioral events, etc.).

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1. All staff will attend to the personal needs of consumers, including help with meals, toileting/hygiene and specific health maintenance as necessary.

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***Additional Requirements***

1. Perform all other projects and duties as assigned by the Retirement Enrichment Services Coordinator.

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

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1. 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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**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:

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

Bloodborne Pathogen Review: \_\_\_

Reviewed Driver Safety:\_\_\_

Personnel Action Request: \_\_\_

Required In-Services Completed: \_\_\_

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

Harassment Policy Reviewed\_\_\_\_

Convert sick time for pay? \_\_\_\_

Employees may choose to convert up to 6 days of sick leave for up to 3 days pay, provided this leaves at least 20 accumulated sick leave days. A PAR must be completed and the original sent to HR.

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

Employee: Date:

Supervisor: Date:

Department Director: Date:

Administrator of Services: Date:

CEO: Date:

Revised 3/19

**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.