



POSITION TITLE: Residential Counselor	REPORTS TO: Program Coordinator (Manager)
DEPARTMENT: Services / Residential	FLSA STATUS: Non-Exempt

EXPECTATIONS

Understand and follow Triple C Housing’s Compliance Plan, employee handbook, policies, procedures and rules, and its mission, vision and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect, personalization, commitment to our community, and accountability and ownership.

OVERVIEW

The Residential Counselor is responsible for daily support to consumers, carries out day to day quality rehabilitative support services and facilities group work. Provides direct care support and promotes consumer independence by developing Individual Recovery Plans, establishing goals, monitoring progress and ensuring continuity of care.

As per N.J.A.C. 10:37A-7.2(b)], duties minimally include: onsite service and support; communicating observations and information about the consumer to the Program Coordinator, RN and treatment team; organizing and facilitating group work, i.e., budgeting, recreational and socialization activities; residential counseling; crisis intervention services (excluding crisis intervention counseling), participation in development of service plans; participation in service coordination; documenting observations, information and services in progress notes; and provides transportation.

RESPONSIBILITIES

Service/Compliance:

- Ensures compliance with the Division of Mental Health and Addiction Services (DMHAS), Centers for Medicare and Medicaid (CMS) governing regulations, as well as agency policies and procedures.
- Promote wellness and recovery activities using evidence based best practices inclusive of Motivational Interviewing (MI), Illness Management and Recovery (IMR), Wellness and Recovery Action Plan (WRAP), and Integrated Dual Disorders Treatment (IDDT).
- Manage assigned caseload, assessing consumer needs and develop service plans within agency guidelines.
- Review service plans regularly to determine the need for continued social services and modifies as necessary.
- Document observations and communicate information to the Senior Residential Counselor, Program Coordinator, RN and treatment team.
- Provide consumer counseling and support in achievement of identified goals and life roles.
- Facilitate groups and assist consumers with activities of daily living, to include, but not limited to:
 - Personal hygiene
 - Money management/budgeting and banking
 - Household chores, laundry, meal planning, shopping and meal preparation
 - Community involvement/meetings
 - Access to benefits and entitlements
 - Medical case management (assist consumers with doctor’s appointments, prescriptions, etc.)
 - Employment related activities
 - Transportation navigation
 - Education, etc.
- Encourage family and natural supports to engage in consumer life and community functions.
- Provide medication supervision and tracking within agency prescribed guidelines.
- At times, may facilitate consumer groups, focusing on common educational themes such as banking, shopping, gentle exercise, social and recreational planning.
- Participate in special consumer related functions, e.g.: community nights, agency sponsored functions, etc.



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Administrative:

- Prepare required documentation timely and accurately for consumer charts, as per established agency guidelines. (Case notes, weekly progress notes, recovery plans, communication log, etc...) and maintains caseload. Completes all required billing documentation accurately and timely.
- Complete required activities and documentation on fire drills, safety inspections, vehicle inspections, home related inspections.
- Provide transportation and assists consumers with navigating public transportation and Medicaid cab.
- Maintain life safety standards at all times and reports any facility issues to maintenance for repair.
- Participate in the preparation for audits and licensing inspections.
- Secure consumer funds when necessary, under direction of Senior Residential Counselor and Program Coordinator.
- Complete annually required trainings.
- Complete special projects/tasks as assigned.

KNOWLEDGE/SKILLS/ABILITIES

- Ability to work with difficult situations and handle matters with sound judgment and discretion, following prescribed agency protocols.
- Effective verbal, written and electronic communication skills, with the ability to exercise critical thinking skills.
- Ability read, speak and write English; bilingual a plus.
- Ability to handle multiple projects and prioritize accordingly in a changing environment.
- Demonstrate and promote cultural sensitivity and professionalism.
- Ability to operate motor vehicle (car/minivan) safely, using defensive driving techniques.

REQUIREMENTS

- Bachelor’s degree in mental health or human services from an accredited college or university; or the equivalent of four years experience/education in the field; Licensed RN; LPN with two years related life or work experience; High school or GED with four years of related work or life experience.
- Prior hands on experience in the field a plus.
- Knowledge of Microsoft Office and ability to navigate technology.
- First Aid and CPR certification.
- Possess valid driver’s license in state of residence and driving record in compliance with Agency policy.

PHYSICAL REQUIREMENTS

- Use of standard office equipment (telephone, fax, computer, copier, etc.).
- Proper and safe use of everyday household items.
- Moderate physical effort to assist consumer in home environment with daily living activities.
- Some lifting may be required, in addition to walking, sitting, stooping, standing, bending, and driving.

Print Employee Name: _____

Employee Signature: _____ Date Received: _____

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform other job-related duties as requested by their supervisor in accordance with Triple C Housing guidelines.

Requirements are representative of minimum levels knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

This document does not create an employment contract, implied or otherwise, other than an “at-will” employment relationship.