

**CROSSROADS COMMUNITY, INC.**  
**JOB DESCRIPTION**

**TITLE: Residential Associate**

**REPORTS TO: Residential Rehabilitation Program (RRP) County Manager**

**FLSA STATUS: Non-Exempt, Full Time**

**EDUCATION & EXPERIENCE REQUIREMENTS: Prefer B.S. in Behavioral Health, Psychology, Social Work, or related field and at least two years positively referenced work history in human services field.**

**SCHEDULE:**

**Either 7 days on/7 days off, including overnights & every other weekend**

**OR**

**40 hours each week Sunday – Thursday or Tuesday through Saturday.**

**See Employee Agreement for Residential Coverage for specific hours for each position. This schedule includes working holidays occurring during the employee's week on, unless specific holiday leave has been requested and granted, according to policy. It also includes the potential of remaining at the work site during inclement weather and other unscheduled closings until relieved. (See 105C Unscheduled Closing Policy.)**

**POSITION SUMMARY: This position provides person-centered support in a team environment to consumers in the Residential Rehabilitation Program. The focus is on teaching skills and accessing resources for recovery and independent living. It includes daily monitoring of consumers' self-administration of medications, providing needed transportation, meeting productivity measures and daily documentation requirements.**

**REQUIREMENTS:**

- Mental health and/or psychiatric rehabilitation experience and/or knowledge sufficient to understand consumer needs.
- Interpersonal skills sufficient to establish productive working relationships.
- Demonstrate ability to teach independent living skills.
- Physical mobility and dexterity to manage the environment in the event of an emergency.
- Ability to lift and carry up to 30 pounds.
- Read, write, and speak English well enough to communicate with others and maintain documentation in accordance with agency and accreditation standards.
- Computer skills sufficient to enter the required data and documentation.
- Pass the agency's background check.
- Clean driving record to support insurability by the agency's insurance carrier.
- Valid driver's license and ability to drive legally and safely transport consumers in own vehicle if needed.
- Work related use of a vehicle carrying minimum of 100/300/50 liability insurance.
- Possession of CPR/First Aid certification.

**ESSENTIAL DUTIES:**

Assist consumers to develop resources needed to promote recovery and resiliency and life skills necessary for independent living.

In conjunction with the team, assist consumers in meeting their goals.

Monitor and document consumers' self-administration of medications according to agency policy.  
Meet agency productivity standards specific to the position.

Utilize computerized database(s) or other procedures as required to submit accurate, timely and professional documentation of services in accordance with agency policies, regulations and accreditation standards.

Provide transportation for consumers.

Assume responsibility for a healthy and safe environment and routine maintenance of the residence.

### **ADDITIONAL DUTIES & RESPONSIBILITIES - SPECIFIC TO POSITION**

- Engage consumers in a trusting relationship while promoting resiliency and recovery in all activities and interactions.
- Assist consumers in meeting immediate needs of food, shelter, clothing and medical treatment.
- Advocate for consumers within the agency and community.
- Collaborate with family/caregivers as allowed and other providers of services to consumers, as needed.
- Support transitional activities for consumers moving to independent living.
- Facilitate and document weekly house meetings.
- Perform and document emergency/evacuation drills monthly.
- Perform and respond to health and safety inspections as required by policy.
- Complete required documents, including but not limited to: Incident Reports, Money Logs, Grocery & Supply requests, travel reimbursement forms and timecards.
- Maintain a flexible schedule to meet the needs of the consumer.
- Communicate promptly all vehicle and facility repair/replacement needs according to agency procedure.
- Safely transport consumers in agency or own vehicle as needed, including for facilitation of consumers' admission and release from hospitals, resource acquisition, etc.

### **DUTIES & RESPONSIBILITIES – GENERAL**

#### **Self Management:**

- Exemplify Crossroads' mission, vision, values, code of ethics and organizational culture.
- Follow all agency and program policies and procedures.
- Demonstrate professionalism, flexibility, patience, empathy and tenacity.
- Demonstrate ability to set limits and observe professional boundaries.
- Comply with Crossroads' Confidentiality Policy and HIPAA requirements regarding access to consumers' Protected Health Information.
- Manage time effectively.
- Demonstrate self-awareness in meeting job responsibilities, managing stress and recognizing limits of own ability.
- Role model positive behaviors.
- Complete required trainings & maintain certifications, licenses, credentialing and privileging standards.
- Attend additional training required or recommended by CCI to increase education and skills.
- Prepare for and participate in supervisory, staff, and team meetings.

- Support the achievement of agency and program outcomes.
- Use and maintain agency supplies and equipment responsibly.
- Maintain a professional workspace.
- Employ crisis management and de-escalation techniques according to agency policy and guidelines.

**Working Relationships**

- Build positive working relationships.
- Demonstrate effective verbal and written communication skills.
- Employ constructive problem-solving techniques.
- Communicate relevant information, issues and concerns to supervisor.
- Facilitate and maintain communication with other areas of the organization.
- Respect consumer rights, promote consumer choice, provide encouragement, instill hope.
- Demonstrate an understanding of psychiatric rehabilitation practices and the symptoms and nature of behavioral health issues.
- Role model effective coping, communication and daily living skills.
- Assist in facilitating constructive complaint resolution.
- Collaborate effectively with others involved in the consumers' treatment.
- Maintain effective communication with the team to facilitate continuity of service coordination.

**OTHER:**

- Perform other duties as assigned.

CCI RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THAT CCI DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. *THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS AT-WILL.* AN EMPLOYEE MUST BE ABLE TO PERFORM THE ESSENTIAL JOB DUTIES OF THIS POSITION, WITH OR WITHOUT REASONABLE ACCOMMODATION.

By signing below, I am indicating that I have received a copy of this job description and that I have read the job description.

Employee Name (print): \_\_\_\_\_

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