



POSITION TITLE:	Team Lead
DEPARTMENT:	Residential
POSITION TYPE:	Non-Exempt
BENEFIT CATEGORY:	Hourly
REPORTS TO:	Program Manager

**POSITION PURPOSE:** The Team Lead position is responsible for the coordination of day to day services to the participants, including finance, medical, recreation, and household guidance. This position assists the program manager in maintaining consistency in program implementation, participant care, and communication with staff and IDT members. The lead also carries out the duties of a DSP.

**ESSENTIAL FUNCTIONS:**

1. Absolute commitment to creating and maintaining a positive work environment.
2. Consistently willing to go out of the way to help others, take initiative to improve individual-centered service delivery, and identifies solutions (not just problems) related to improving work conditions.
3. Supports the development of staff in relation to identifying and understanding client needs.
4. Promotes a culture of continuous improvement among staff by establishing quality systems and processes that are established and adhered to properly through (i.e. coaching, mentoring, and training etc.).
5. Helps in forecasting, establishment and maintenance of appropriate staffing structures and levels to meet service delivery requirements.
6. Attends necessary meetings, in-services, and professional development activities.
7. Assures compliance of the homes to all state rules and regulations.
8. Assists in routine audits of documentation and household operations (i.e. budget packs, narratives, IHP data collection, behavior tracking, implementation of approved menus etc.)
9. Monitors the implementation and documentation of Active Treatment including: goals, behavior management, and support plans.
10. Schedules the participants in community activities and ensure each individual has the opportunity to participate.
11. Reports, investigates, and writes written reports, and works with the Program Manager on following up on all aspects of Individual abuse/neglect cases within prescribed timeframes.
12. Communicates with social services in a manner that assures Individuals are receiving optimal services on an ongoing basis.
13. Assists Individuals in achieving and maintaining their individual health, hygiene, occupational, social, and emotional goals. While assisting Individuals, employees may encounter intense behaviors and physical aggression. Employees are expected to approach the Individuals we serve with a high level of professionalism that protects the respect and dignity of our residents.
14. Works with Residential Services Director and Program Manager to ensure coverage of all shifts.
15. Complies with Paladin human resources and fiscal policies, Employee Handbook, county, state, and federal laws and regulations as they relate to Paladin, Inc.
16. Understands that this position is required to work direct care.
17. Shall perform any other jobs related function as assigned.

### KNOWLEDGE AND SKILLS:

- Strong communication skills (both oral and written)
- Ability to independently organize time and duties to conduct the daily, weekly and monthly responsibilities of residential services
- Ability to synthesize data in client records to develop and implement appropriate and relevant plans and work adjustment training techniques

### COMMUNICATION SKILLS:

- Ability to communicate effectively and persuasively (verbally and in writing) with a wide range of stakeholders.

### TOOLS AND EQUIPMENT:

- Basic computer skills.

### PHYSICAL REQUIREMENTS:

- Ability to lift, push, and pull up to 75 lbs. frequently, up to 150 lbs.
- Bending, reaching, pulling, to assist individuals with toileting needs.
- Quick reflexes and skill in non-aversive crisis intervention.
- Ability to project voice, listen, and to observe program areas.
- Standing and walking majority of the day.
- Sitting to complete narratives.
- Speaking, hearing, visual ability to communicate.
- Subject to frequent interruptions
- Quick reflexes and skill in non-aversive crisis intervention.
- May be subject to hostile and emotionally upset individuals throughout the day.
- May be subject to infectious diseases.

### MENTAL REQUIREMENTS:

- Ability to analyze data, program related issues and needs to facilitate planning, and staff and program development.
- Ability to work with a variety of individuals and agencies to effectively and efficiently coordinate services.
- Work with minimal supervision.
- Ability to handle multiple tasks and/or demands of one's time from others.
- Ability to work as a team member to facilitate service delivery.
- Patience and diplomacy when dealing with difficult clients, staff, and other agencies.
- Ability to handle stress.
- Ability to train staff in their various job duties.

### EDUCATION REQUIREMENTS:

- Proven experience working with intellectually and/or developmental disabled individuals
- Ability to safely support individuals through verbal, non-verbal and/or physical interventions.
- Experience with handling confidential and sensitive information
- Minimum of two years leadership experience preferred

From time to time, the employee will be required to perform additional tasks and duties as required by the employer. A job description is a brief summary of job functions and does not entail all duties.

Notice: This job description is not intended to be, nor should it be construed as a contract for employment. Paladin, Inc. makes no guarantee of permanent employment. This job description is to be used as a guideline to give you an understanding of what Paladin has defined this position to be.