



Resident Care Coordinator

Mission Statement for Rainbow Acres

Rainbow Acres, a residential Christian community with heart, empowers persons with developmental disabilities to live to their fullest potential with dignity and purpose.

Job Title: Resident Care Coordinator

Department: Admissions Team

Reports to: Director of Admissions

Prepared Date: May 2023

Summary: The Resident Care Coordinator is responsible for the implementation of a holistic care plan for a caseload of Residents with a focus on transition and retention. Will work closely with the Admissions team, Caregivers, Health and Wellness staff, and other Care Coordinators. Will be responsible for the Continuous Quality Improvement (CQI) program in accordance with EAGLE accreditation and the standards set out by the organization. Must be able to take the initiative to address the needs of incoming residents and current residents. This is a safety-sensitive position.

Minimum Professional Requirements

Master's degree in Social Work or in a related field such as Special Education. Five years experience working with special needs adults aged 18 and older. The ideal candidate will also have case management experience with the ability to respond to a variety of concerns involving the behavior and mental health needs of Residents. Demonstrated leadership and counseling skills in addition to excellent time management skills and the ability to work in a fast-paced environment. The Resident Care Coordinator will also possess highly effective verbal and written communication skills that enable him/her to establish and maintain effective work relationships with Residents, Families, Caregivers, other employees, volunteers, and the general public. Ability to consistently demonstrate initiative, accept responsibility, and use good judgment in recommending win-win solutions/outcomes for Residents and the organization. It is essential for this individual to have a deep understanding and ability to work with both people and processes.

Evidence of strong Christian commitment is desirable. Evidence of strong ethical standards and moral character is essential, along with sensitivity to the needs of the Residents.

Professional Responsibilities

- Uphold the personnel policies, mission, and vision of Rainbow Acres to facilitate a quality Christian community at Rainbow Acres for the benefit of the Residents
- Support the overall direction of the programs and services of Rainbow Acres to create the highest quality Christian Community on the Ranch for the benefit of the Residents.
 - Encourage staff, colleagues, and Residents to participate in Prayer Circle, Bible Studies, Prayer and Praise Fellowship, and involvement in churches in the Verde Valley
- Responsible for coordinating and leading the CQI process
 - Keep accurate records of meetings, review and update resident care plans on a quarterly basis
 - Responsible for giving leadership to CQI meetings – holistic care plans
 - Gather appropriate information in advance of the meeting
 - Create and distribute monthly CQI agendas to appropriate departments



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- Coordinate and complete inspection of scheduled home(s) monthly
- Keep accurate records
- Encourage and support Caregiver staff in identifying the needs of new and current Residents
- Assist new Residents with learning Rights and Responsibilities and daily schedules
- Monitor Holistic Care Plan and evaluate new Residents during the transition period
- Serves on the Moves Management Team for Resident assignments to houses
- Mediate any interpersonal conflicts with Residents and Caregivers. Refer issues as needed to the appropriate staff
- Participate in the Admissions review and interview process
- Assist with the withdrawal process as directed by Health & Wellness and the Director of Admissions
- Coordinate with Education Team to coordinate all Resident and Caregiver related holistic care
- Promote and perpetuate a professional attitude by working as a collaborative member of the management team and representing Rainbow Acres in a positive and professional manner at all times
- Assist with on-site emergencies with Residents as needed
- Maintain good communication with the Health & Wellness Office regarding service plans and activities of daily living; be aware of Resident health and wellness.
- Maintain good communication by phone and email with parents, guardians, and advocates regarding Resident's success, any areas of needed improvement, and goal setting on a regular basis as needed, a minimum of quarterly
- Other duties as requested by the Education Team or President/CEO of Rainbow Acres.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; have great dexterity of hands and arms; stoop; kneel; and talk; or hear. The employee is required to sit for long periods of time. The employee may be required to lift and/or move more than 25 pounds.

Work Environment The work environment characteristics described here are representative of those in employee encounters while performing the essential functions of this job. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc.