



## Sample Residential Unit Staff Roles (rev. 1/13/24)

### **Unit Director:**

Unit Directors (UDs) are responsible for all the tasks associated with providing quality direct care and residential treatment to the residents assigned to their unit. Unit Directors are also generally responsible for the professional development of the staff assigned to their unit. They work closely with Assistant Unit Directors (AUDs) and any of the specific tasks below may be delegated to an Assistant Unit Director. A separate document is used to clarify what specific responsibilities and tasks have been delegated to any one Assistant Unit Director.

- Provide Individual Unit Supervision to direct care staff (at least 4-hrs /week, with the intent of providing each supervisee with at least 3 hours per month of individual supervision and individual on-unit coaching).
- Schedule direct care staff
- Write the residential portion of treatment plans
- Edit / write case conference treatment reviews
- Attend case conferences
- Review End of Shift Quality Assurance forms.
- Responsible for quality assurance of weekly paperwork
- Responsible for quality assurance of monthly paperwork:
- Order Supplies
- Approve Time Sheets
- Update Visit Board
- Quality Assurance for Unit Coordinator Roles
- Cover for any Unit Coordinators who are out or for unassigned Coordinator roles.
- Maintenance Requests
- Provide Child Care Coordinators with supervision and feedback in-the-moment, during shifts.
- Manage unit meetings.

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### **Assistant Unit Director:**

In general AUDs provide a range of support for Unit Directors. The specific responsibilities of any one AUD can differ, depending on the needs of the Unit Director and the experience level of the AUD. In order to support the professional development of each AUD, to allow for quality assurance, and to allow proper credit to be given to AUDs, it's important that their responsibilities on each unit be clearly assigned. A separate document is used to clarify what specific responsibilities and tasks have been assigned to any one Assistant Unit Director.

- Potentially responsible for all tasks listed above under Unit Director, as assigned by Unit Director.
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### **Shift Leader:**

Unit Directors and Assistant Unit Directors routinely serve as Shift Leader; however, they can assign that role to another staff person, as needed. If for any reason it is not clear who is serving as the Shift Leader, then that role automatically falls to the staff person with seniority based on their date of hire. Additionally, there will be periods of time when a UD or AUD is not present for a shift or has temporarily been pulled away from being able to actively operate as the Shift Leader. Again, during that period of time the responsibilities of a Shift Leader will fall to whomever they designate or, if unclear, to the senior staff person.

- Manage the Day Sheet.
  - If UD or AUD not present, determine if a Supervisor should be paged.
  - Serve as the contact person for an off-duty UD, determining situations when the UD should be contacted, and the method of communication to be used (i.e. email, text, phone).
  - Complete the End of Shift Quality Assurance form.
  - Clear staff to take any breaks and to leave at the end of the shift.
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### **Mentor:**

Every resident will be assigned one residential staff to serve as their mentor. A staff person can serve as mentor to more than one resident; however, that's for the Unit Director to manage.

- Meet for approximately 2 hours per month with your mentee.
- Present updates on your mentee's case in unit meetings.
- In coordination with the mentee's therapist, review treatment plan goals with your mentee.
- In coordination with the various Unit Coordinators, ensure that your mentee's hygiene, clothing, medical, birthday, goodbye party needs are being met. Monitor and advocate for your mentee's clothing, hygiene, and other care needs.
- Document any relevant information in the appropriate log.

This position requires approximately 2 hours per month meeting with each mentee and whatever time is required to ensure that quality individualized care is being provided. Unit Directors will determine if any of this time can be done during non-shift work hours.



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### **Residential Unit Coordinators**

Unit Coordinators manage various aspects of administering the residential program. Unit Directors will assign Child Care and Residential Counselors to these roles. Some are inherently more time consuming than others and it is the responsibility of Unit Directors to provide Coordinators with the resources (time, training, budget, support, etc.) needed to be successful in these roles. At the Unit Director's discretion Counselors can be assigned to more than one role and roles can be reassigned over time to best fit the needs of the unit and the preferences of the staff team.

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#### **Medical Services Coordinator:**

The Residential Unit Medical Services Coordinator is responsible for ensuring that the unit adheres to all applicable MAPS policies and procedures (see attached), quality assurance for the administration of medications and associated documentation.

- QA that signatures are present on monthly medication sheets and follow-up if needed.
- Review / QA for medication control books.
- Cleaning, organizing, and maintaining the medication closet.
- Monitoring and maintaining inventory of first aid supplies and other similar materials.
- Sign off on pharmacy orders and file invoices.
- File medication release forms.
- Prepare medications for public school students for each prescription cycle.
- Ensure the completion of physical forms and other medical appointment data forms.
- Monitor expiration dates for inhalers, epi-pens, and other medical devices that are not used on a regular basis.
- QA the tracking of medical information such as periods, encopresis, and various symptom charts as needed.

The position requires a varying amount of time to fulfill; however, typical time commitment is 2 hours during the first week of each month and one hour per week thereafter.

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#### **School Liaison Coordinator:**

The School Liaison Coordinator is responsible for coordinating communication and services between the residential unit and any outside schools attended by unit residents.

- Determine the method(s) of communication (email, phone class, physical log, etc.) for on-going communications between the agency and external school staff (teachers, one-on-one's, therapists, nurse, principal, etc.)
- Establish, with input from the Unit Director, how often check-in's will occur, and be the point person for those consultations.
- Clearly communicate to unit staff the external school's expectations for homework.
- Determine bus pick up / drop off times. Keep up-to-date the school information binder and copy to the agency Case Management Coordinator (for public school students).



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(rev. 1/13/24)

- Attend, or arrange for other staff to attend, various external school functions (such as “back to school night”, open house, parent-teacher conferences, school events to which parents/guardians are invited).
- Ensure that field trip permissions and other forms required by an external school are provided to the school in a timely fashion.
- Communicate to staff when an external school calendar has that school not in session (such as half-days, teacher workshop days, school vacation days).
- Coordinate with the Residential Unit Clothing Coordinator and Mentors to ensure that kids have appropriate clothing for “special” external school events.
- Coordinate with the Residential Medical Services Coordinator to ensure that external school’s medication policies, procedures, and needs are met. Properly document those expectations.
- Ensure that appropriate collaterals receive a copy of resident’s report cards, school progress reports, or other communications from the external school. Typically done through scanning and emailing.
- If the external school uses an on-line portal, set up credentials and check weekly.
- Participate in school meetings intended to coordinate services between the school program and the residential unit.

The position requires a varying amount of time to fulfill, largely based on how many residents on the unit attend external schools and requires more time at the beginning of the school year, or for a new resident. However, typically, this role requires at least 2 hours per week of dedicated time.

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### **Hygiene Coordinator:**

The Residential Unit Hygiene Coordinator is responsible for ensuring that the residents and unit staff have access to all necessary materials for residents to maintain proper hygiene.

- File monthly requisition requests to ensure that soap, shampoo, toothpaste, deodorant and all other necessary products are available on the unit in the appropriate quantity.
- Ensure that the supply cabinet remains organized and clean.
- Re-stock the shower baskets on a weekly basis or more frequently if needed.
- Cleaning and disinfecting resident’s individual shower baskets on a weekly basis.
- Maintaining an inventory of showers and washcloths including requisitioning more when needed.

The position requires a varying amount of time to fulfill; however, typical time commitment is 4-6 hours per month.

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## Sample Residential Unit Staff Roles (rev. 1/13/24)

### **Activities Coordinator Liaison:**

The Residential Unit Activities Coordinator Liaison is responsible for ensuring that appropriate communication is maintained between their individual unit and the Activities Department.

- Attend monthly meetings to communicate the needs of the Activities Department and the interests of the individual units.
- Ensure that the staff and residents of individual units are aware of upcoming activities. Ex. Activities should be discussed during staff meetings, event notices should be posted on the unit, sign-up sheets should be filled out and returned.
- Coordinate staff support required for events. Activities Coordinator Liaisons should volunteer to personally provide support when available.
- Maintain an informational binder with approved community-based activities as supplied by the Activities Department.

The position requires a varying amount of time to fulfill; however, typical time commitment is 2-4 hours per month.

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### **Clothing Coordinator:**

Each resident has a clothing allowance provided by their funding source. In some cases, the resident's guardian is responsible for providing clothing.

- Regularly assess each resident's clothing, with that resident when appropriate, to check on the condition and fit of any clothes and identify clothing needs. Clothing must match the agency's dress code for residents.
- If the agency is not the purchaser of clothing, then identify resident's clothing needs to the resident's treatment team.
- Help residents to understand need vs. want for clothing items and understand the clothing budget for each resident.
- Purchase clothing, with resident if appropriate, either on-line or at clothing store.
- Document purchases on Clothing Form, collect receipts and record, and turn in the Clothing Book to the Finance Office by 9:00am each Monday (even if no new purchases). Pick up on Wednesdays.
- Manage the budget for each resident's clothing account.
- Ensure that all residents have the clothing that they need.
- Provide oversight / support for Mentors who are managing a resident's clothing needs.
- Refer issues to UD for purchases outside of individual resident clothing budgets.

*This position has a typical time commitment of...*

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### **Food Shopping Coordinator:**

- Plan meals weekly (7 dinners, 7 breakfasts, non-school day lunches, public school lunches, snacks).
- Purchase food for meals.
- Manage the weekly budget (turn in receipts).

*This position has a typical time commitment of...*

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### **Birthday / Goodbye Party Coordinator:**

- Purchase birthday gifts / goodbye party gifts.
- Develop a relatively consistent process for birthday and goodbye parties.
- Facilitate unit birthday and goodbye parties in collaboration with mentors.

*This position has a typical time commitment of...*

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### **Van Coordinator:**

- Ensure that the van assigned to the unit is cleaned at least weekly.
- Quality Assurance of van mileage sheet.

*This position has a typical time commitment of...*

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### **Photography Coordinator:**

- Responsible for unit digital camera
- Regularly take photos for goodbye books, yearly slide show, etc.
- Store photos where accessible to Unit Director and others.

*This position has a typical time commitment of...*

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