



JOB DESCRIPTION

Job Title: Residential Director

FLSA Status: Exempt

Reports To: Executive Director

Date: August 2024

The mission of Cornerstone Ranch is to empower adults with special needs to live the abundant life they were created for through quality programming, healthy living, and spiritual growth. Cornerstone offers a residential home and day program to adults with developmental disabilities.

Cornerstone's mission is founded in the scriptural truth that Jesus came to provide both eternal and abundant life for all that would come to Him.

"I have come that you might have life, and have it more abundantly." - John 10:10

We believe the Cornerstone "Ranchers" were created on purpose for a purpose. We are here to equip and empower them to live out their God-given purpose and to co-labor with them in advancing God's kingdom.

Our vision is to change the way people with disabilities are cared for in North Texas by presenting a replicable model that is professional in care, pure in its service and founded on faith.

JOB OVERVIEW

The Residential Director at Cornerstone Ranch serves the mission of CR through providing leadership, development and management of the residential program and staff. The Director manages and serves alongside the residential staff to provide a loving and safe home environment for adults with special needs.

The program director provides strategic operational oversight of the organizational, programmatic, and financial elements of all services provided to the residents to ensure that each adults' physical, social, emotional, educational and recreational needs are met through proper implementation of all program services. The Residential Director ensures that the residential program is in compliance with all state licensing requirements and Cornerstone Ranch policies and procedures.

WORK EXPECTATIONS

- Full-time
- Salary starting at \$65,000 but could start higher based on experience and training
- 40 hours a week based on program and resident needs plus additional hours for staff meetings, staff training, leading tours and Cornerstone events. Work-from-home hours must be coordinated with and approved by the Executive Director.
- Attend all monthly staff meetings and annual staff retreat.

- Available to cover direct care shifts as needed (ie-sick time, vacation, sabbaticals, etc.).
- Display competence in maintaining accurate records including budget and expenses, performance observations and evaluations, electronic records, communications, and more.
- Respect the rights and privacy of each resident, maintaining confidentiality and practicing HIPAA-compliant procedures at all times.
- Communicate openly and effectively with supervisor, team members, resident families, and other Cornerstone Ranch staff members and departments.
- Displays integrity with a commitment to and passion for the Cornerstone mission.
- Represent Cornerstone Ranch in a professional and dignified manner at all times.
- Consistently displays and strives to grow in the core values of Cornerstone Ranch.

RESPONSIBILITIES

STATE LICENSING

- Obtain Assisted Living Manager Certification training and renew certification annually.
- Ensure that Cornerstone is always in compliance and up to date with state licensing requirements and CR policies/procedures.
- Train residential staff in licensing standards and regulations and communicate with the ED any needs associated with state licensing.
- Regularly attend THHS Assisted Living Provider Webinars.
- Immediately resolves deficiencies cited in state health and life safety surveys by writing and implementing all Plans of Corrections. Ensure compliance documentation is properly prepared and submitted in a timely manner through developing and implementing all Plans of Correction.
- Act as primary liaison for annual State health and life safety surveys.
- Support Executive Director for future house construction and program expansion as needed.

PROGRAM MANAGEMENT

- Oversee the weekly and annual residential schedule with input from the staff.
- Train and manage residential staff. This includes providing staff performance reviews for monitoring and encouraging staff growth and development.
- Evaluate, oversee and develop the existing and future residential program.
- Review resident chart audits with Resident Care Coordinator to ensure audits are completed and all information is accurate, up to date and there are no gaps.
- Lead Residential Team meetings weekly, providing updates, program development, scheduling, budget and more.
- Assist in establishing and updating policies and procedures related to the residential program.
- Weekly audit of Therap for data collection and compliance; including but not limited to: skillful writing of ISSPs, completion of daily Progress Notes, completion of Medical Administration Records (MARs), organization of daily notes, and General Event Reports (GERs). Respond and provide input as appropriate. Address any discrepancies with applicable staff.
- Oversee Resident Care Coordinators creation and maintenance of service plans and goals for each resident.
- Ensure the daily living needs of the residents are met by direct care staff; including hygiene, chores, meals, exercise and spiritual development.
- Ensure basic knowledge of individual specific benefit information, and financial assistance needs.

- Stays informed of ongoing changes in behavior, circumstances, or conditions that may affect resident safety.
- Oversees all resident move-in and move-out planning.
- Review and approve all residential ISSPs, behavioral plans, safety plans, and dietary protocols.
- Provide feedback and support to resident families as needed.
- Direct and assist in behavior management of the residents including providing support and/or supervising crisis intervention as needed (assisting with a combative resident, potential suicide attempt, elopement, displeased family, etc.).
- Maintain a positive relationship with each resident, assisting them through coaching, discipleship, and encouraging a healthy and loving environment.
- Direct and assist staff in development of daily living skills activities and coaching.
- Oversee the coordination of services from all internal and external services in order to meet client needs and ensure quality care.
- Review completed documentation of monthly emergency and home maintenance checks completed by House Managers.
- Implement Cornerstone Ranch safety protocols including evacuating with residents and other staff in case of an emergency.
- Review weekly medication counts and orders for accuracy and completion and monitor medication administration to ensure that proper protocol is followed.
- Participate in all Admissions, Annual Review, Interim Care, and Move-Out Meetings for residents as needed.
- Review Emergency Management Plan quarterly and complete annual review including analysis of the nature, severity and frequency of risks to be addressed and complete needed updates with required Safety Committee members.
- Prepares and submits Incident Reports, Reports of Abuse, Neglect and Exploitation and submits reports to appropriate authorities. Oversees implementation of procedures and protective measures to be taken to protect the safety and wellbeing of residents and staff involved. Works with state investigators and local authorities until the case is resolved.
- Ensure residential staff, resident family, and resident handbooks are up to date and reviewed annually.

ADMINISTRATIVE

- Manage and oversee residential budget and monthly expense reporting, providing oversight and accountability to residential staff to ensure accuracy and timely completion and submission.
- Maintain residential staff training records.
- Approve and enter time as required in Insperity.
- Be available to meet visitors and give admission or other tours as needed.
- Prepare and maintain department reports as assigned.
- Send monthly parent communication emails.

MANAGER RESPONSIBILITIES

- Directly supervise and manage multiple employees and contract workers within the residential program as a regular job function.
- Implement strategies to prevent caregiver burnout and compassion fatigue.
- Weekly one-on-ones with House Manager(s) and Residential Care Coordinators to ensure service plans, weekly and monthly tasks, job responsibilities, and deliverables are being met.
- Responsible for hiring, training, and terminating residential personnel as appropriate.

- Planning, assigning and directing work.
- Creating and managing staff schedules, time off requests and ensuring accuracy and timely completion of timesheets.
- Appraising performance, rewarding and disciplining employees.
- Strive to build trust and unity within the residential team by providing regular team building activities.
- Oversee Residential staff sabbatical scheduling, planning, and post-sabbatical debrief.
- Actively encourage and infuse the Christian faith, principles, and values into your life and the lives of residential staff. Focus on empowering and equipping the residential team to live the abundant life they were created for.
- Regularly observe and evaluate buildings, grounds, equipment, personnel, residents, vehicles and other program resources and address issues and problems notifying Facilities Manager as needed.

NEW RESIDENT ADMISSIONS

- Serve as a key member of the Admissions Committee.
- Oversee residential admission process for applicants from first contact to completion of admission or placement on waitlist.
- Prior to Residential Home placements, set up and monitor meetings with House Manager, current residents, and Direct Care Providers, when possible 30 days prior to trial date.
- As a placement decision is made, oversee all move-in plans and resident onboarding.
- Ensure 30-day trial placement of potential residents goes well with weekly visits to monitor interactions and phone contact with timely follow-up on any issues.
- Attend 30-Day Review meetings for new residents with Residential Care Team.

SPIRITUAL DEVELOPMENT

- Infuse Christian faith into the lives of the residents and residential staff.
- Lead the residential staff in setting an example in speech and actions.
- Oversee the implementation of devotionals and discipleship for residents.
- Encourage creative ways for spiritual growth in both residential staff and residents.
- Model and promote a Christ like attitude towards residents, their families, volunteers, visitors, the community and staff at all times.

OTHER RESPONSIBILITIES

- Serve as a key member of the Safety Committee as needed.
- Participate in workshops, seminars, education programs and other activities that promote professional growth and development.
- Serves on internal and external committees as assigned by the Executive Director.
- Assist RN as needed for meeting medical needs of residents.
- Develops and maintains effective working relationships between personnel and/or other professionals including but not limited to law enforcement officials, city emergency management officials, judicial officials, legal resources, medical professionals and other community resources.
- Support as delegated with Cornerstone Ranch-sponsored events, including Come To The Table and Barn Bash.
- Maintain Cornerstone's professional and ethical standards of conduct outlined in Insperity and CR employee handbook including demonstrating respect for agency staff, residents, and community members.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

Bachelor's degree from four-year college, or university and three to five years related working experience, or equivalent combination of education and experience. Experience in management of assisted living facilities is preferred.

LANGUAGE SKILLS

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals.
- Ability to skillfully write routine reports and correspondence.
- Ability to communicate effectively with Ranchers, Rancher families/ guardians and other staff members .
- Well-versed in Person-Centered Language.
- Ability to speak professionally and effectively before groups of visitors, volunteers, and families.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to use critical thinking skills to assess program needs and take appropriate action when necessary.

OTHER KNOWLEDGE, SKILLS OR ABILITIES

- Demonstrate care, compassion, and patience when working with adults with special needs.
- Ability to be calm under pressure.
- Ability to stay organized and prioritize.
- Able to maintain multiple ongoing projects effectively.
- Ability to exercise discretion and independent judgment.
- Ability to maintain and promote a staff culture of trust, unity, respect and fun.
- Promptly and appropriately responds to conflict, displaying discernment and integrity in any resolution process.

CREDENTIALS

- Maintain current licenses and certificates required for the position including but not limited to: First Aid, CPR, Emergency Behavior Intervention, etc.
- Possess a valid Texas drivers' license, work eligibility status and have a good driving record.
- Provide proof of work eligibility status upon request.

- Must pass all pre-employment background checks including: Criminal History, Employee Misconduct, Nurse's Aide Registry, driving check and pass annual background checks.
- Pass a pre-employment drug screen and random drug screen throughout employment.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies.

- [See attached list.](#)

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The employee must frequently lift and/or move up to 25 pounds. While performing the duties of this Job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbent will follow any other instructions, and perform any other related duties, as may be required of the supervisor.

Acknowledged: Employee Full Name

Employee Signature:

Date:

CR Representative Full Name

CR Representative Signature:

Date:

*Signature confirms employee was presented with and understands position description and agrees that he or she can perform the essential functions of the job with or without reasonable accommodation in accordance with the Americans with Disabilities Act of 1990.

Competencies & Skills for Administrative Staff and Supervisors

Adaptability	Adapts to changes in the work environment in a positive manner. Changes approach or method to best fit the situation. Manages competing demands. Accepts criticism and feedback. Applies feedback to improve performance.
Analytical Skills	Collects and researches data. Analyzes programs, processes, and procedures to ensure they are aligned with the mission of Cornerstone.
Attendance & Punctuality	Arrives at meetings and appointments on time. Begins working on time. Ensures work responsibilities are covered when absent. Keeps absences within guidelines. Schedules time off in advance.
Integrity	Upholds organizational mission, values and goals. Inspires the trust of others. Keeps commitments. Treats people with respect. Works ethically and with integrity. Acts in accordance with vision.
Change Management	Builds commitment and overcomes resistance. Communicates change effectively. Develops workable implementation plans. Monitors transition and evaluates results. Prepares and supports those affected by change.
Communications	Exhibits good listening and comprehension. Expresses ideas and thoughts in written form. Expresses ideas and thoughts verbally. Keeps others adequately informed. Selects and uses appropriate communication methods.
Conflict Resolution	Confronts difficult situations. Encourages open communications. Keeps emotions under control. Maintains objectivity. Uses negotiation skills to resolve conflicts.
Cooperation	Displays positive outlook and pleasant manner. Establishes and maintains effective relations. Exhibits tact and consideration. Offers assistance and support to co-workers. Works actively to resolve conflicts. Works cooperatively in group situations.
Customer Service	Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.
Delegation	Delegates work assignments. Gives authority to work independently. Matches the responsibility to the person. Provides recognition for results. Sets expectations and monitors delegated activities.
Dependability	Commits to doing the best job possible. Follows instructions, responds to supervisor's direction. Keeps commitments. Meets attendance and punctuality guidelines. Responds to requests for service and assistance in a positive manner. Takes responsibility for own actions. Uses time efficiently and works in an organized manner.

Initiative	Measures self against standard of excellence. Sets and achieves challenging goals. Seeks increased responsibilities. Creates and implements new activities, programs and or procedures. Undertakes self-development activities. Volunteers readily.
Innovation	Develops innovative approaches and ideas. Displays original thinking and creativity. Generates suggestions for improving work. Meets challenges with resourcefulness.
Job Knowledge	Competent in required job skills and knowledge. Displays understanding of how job relates to others. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Uses resources effectively.
Judgment	Displays willingness to make decisions. Exhibits sound and accurate judgment. Includes appropriate people in decision-making process. Makes timely decisions. Supports and explains reasoning for decisions.
Leadership	Exhibits confidence in self and others. Inspires respect and trust. Motivates others to perform well. Reacts well under pressure. Shows courage to take action.
Managing People	Develops subordinates' skills and encourages growth. Includes subordinates in planning. Makes self available to subordinates. Provides direction and gains compliance. Provides regular performance feedback. Takes responsibility for subordinates' activities.
Oral Communications	Demonstrates group presentation skills. Listens and gets clarification. Participates in meetings. Responds well to questions. Speaks clearly and persuasively.
Organizational Support	Benefits organization through outside activities. Completes administrative tasks correctly and on time. Follows policies and procedures. Supports Cornerstone's goals and values.
Performance Coaching	Defines responsibilities and expectations. Encourages training and development. Gives performance feedback. Motivates for increased results. Recognizes contributions. Sets goals and objectives.
Planning & Organization	Integrates changes smoothly. Plans for additional resources. Prioritizes and plans work activities. Sets goals and objectives. Uses time efficiently. Works in an organized manner.
Problem Solving	Identifies problems or potential problems. Gathers and analyzes information skillfully. Resolves problems in early stages. Develops innovative approach to problems and ideas. Generates suggestions for improving work. Meets challenges with resourcefulness. Works well in group problem solving situations. Develops alternative solutions.

Professional Learning	Assesses own strengths and weaknesses. Pursues training and development opportunities. Seeks feedback to improve performance. Shares expertise with others. Strives to continuously build knowledge and skills.
Project Management	Communicates changes and progress. Completes projects on time and within budget. Coordinates projects. Develops project plans and manages project team activities.
Quality	Applies feedback to improve performance. Demonstrates accuracy and thoroughness. Displays commitment to excellence. Looks for ways to improve and promote quality. Monitors own work to ensure quality.
Quality Management	Fosters quality focus in others. Improves processes, products and services. Measures key outcomes. Sets clear quality requirements.
Safety & Security	Determines appropriate action beyond guidelines. Observes safety and security procedures. Reports potentially unsafe conditions. Uses equipment and materials properly.
Stewardship	Conserves organizational resources. Develops and implements cost saving measures. Understands and works within approved budget.
Team Leadership	Acknowledges team accomplishments. Defines team roles and responsibilities. Ensures progress toward goals. Fosters team cooperation. Supports group problem solving.
Teamwork	Balances team and individual responsibilities. Contributes to building a positive team spirit. Exhibits objectivity and openness to others' views. Gives and welcomes feedback. Puts success of team above own interests.
Use of Technology	Adapts to new technologies. Demonstrates required skills. Keeps technical skills up to date. Troubleshoots technological problems. Uses technology to increase productivity.
Visionary Leadership	Acts in accordance with vision. Communicates vision and gains commitment. Creates a clear, compelling vision. Displays passion and optimism. Mobilizes others to fulfill the vision.
Written Communications	Edits work for spelling and grammar. Presents numerical data effectively. Varies writing style to meet needs. Writes clearly and informatively.