

Benchmark Title**RESIDENCE COORDINATOR****Job Summary**

Oversees the day-to-day operations of a residence, provides ongoing supervision of staff and evaluates program policies.

Key Duties and Responsibilities

1. Develops, implements and evaluates residence goals, objectives policies and procedures and ensures the required standards are maintained. Identifies both physical and program needs of the residence to appropriate authority. Plans with staff for changes.
2. Schedules, supervises and evaluates residence staff and monitors daily operations. Assists in recruiting and selecting of staff and provides guidance, training and orientation on policies, procedures, techniques, report preparation or other matters arising in the residence. Identifies the needs of staff for professional development.
3. Provides leadership, guidance and participates with staff, families and others in planning and providing client plans, case conferencing, case management and the preparation of related documents and reports. Completes personal service plan for client.
4. Monitors, authorizes and allocates expenditures within the operating budget for the year and assists senior management in preparing the budget. Prepares and maintains related documentation.
5. Liaises with the community, government, families, officials, professionals, and organization staff and promotes community involvement in the program.
6. Ensures the cleanliness, safety, security and maintenance of the residence in accordance with licensing standards either directly or through delegation to staff.
7. Maintains the residence's inventory of supplies.
8. Works as a residence worker performing the duties as required.
9. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

Three (3) years recent related experience, including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN

RATING RATIONALE

BENCHMARK TITLE: Residence Coordinator

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 3 years recent related experience including 1 year of supervisory or administrative experience	5	125
3	Physical Demands – Once in a while, lifts and carries clients in awkward positions	5	35
4	Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures such as developing residence policies and procedures, monitoring expenditures and budgets and supervising residence staff	5	42
5	Independence – Guided by general policies; applies work methods in different ways to oversee the day to day operations of a residence	5	71
6	Judgement – Applies analysis and interpretation of residence operations and staff performance and choose an approach using accepted work methods to develop residence goals, objectives, policies and procedures and evaluate staff	5	71
7	Leadership/Supervision – Oversees the day to day operation of a residence; schedules, supervises and evaluates staff	4	80
8	Accountability – Significant positive or negative effect on the agency; work performed and decisions made have an impact on program service provided; decisions/errors have a moderate impact on operations; work may have an impact on agency's external relationships with other community service providers	6	86
9	Communication – Facilitates joint effort of residence staff to plan for changes, provide client case plans and coordinate the operation of the residence	4	57
10	Care of Individuals – Provides leadership, guidance and participates with staff in planning and providing client plans; completes personal service plan for clients	4	40
11	Environment/Working Conditions – Often exposed to moderately undesirable working conditions in the form of dealings with clients who are uncooperative or otherwise have behavioural problems; sometimes exposed to bodily fluids and/or waste when providing direct personal hygiene care	5	42
Total Points			724