



Trinity CHANGE, Inc.

*A Supported Living organization committed to positively impacting lives,
both individually and in the larger communities it serves*

Job Description

Community Support Facilitator (CSF)

Reports to: Executive Director

Position Number:

Classification: Exempt/general template

Timebase: Full time

Physical Location: 4 Households & Community

Pay:

Summary/Job Function:

Supervises and coordinates activities of personal attendants who support adults with developmental disabilities to accomplish daily living activities at the person's home and/or in the local community. Help the individual to be a known and valued member of his/her local community.

The Community Support Facilitator (CSF) provides oversight of the entire staff assigned to work in up to 3 or 4 specific homes, coordinating the personal care, training and support to meet the goals and objectives of the individual consumers that they serve.

Essential Duties and Responsibilities:

1. Supervise and coordinate activities of personal attendants engaged in providing direct Supported Living Services to the consumers we support;
2. Observe and evaluate employee performance to ensure quality service and compliance with goals of objectives of the individual receiving support, and following the policies and procedures of Trinity CHANGE;
3. Train employees in proper operational procedures and functions, and explain company policy;
4. Coordinate scheduling of staff to meet the needs and requirements of the consumer receiving service;
5. Resolve consumer complaints regarding employee performance and services rendered;
6. Analyze and record personnel and operational data and write regular activity reports for the benefits of the consumer, Circle of Support and/or the regional center or other agencies as needed;
7. Inspect work areas and operating equipment to ensure a safe and appropriate working environment;
8. Maintain adequate inventory of supplies, equipment and provide necessary training to ensure quality and timely service and efficient operations;
9. Performs related duties as assigned.

Knowledge, Skills, and Abilities:

1. Knowledge of management principles related to leadership techniques, and coordination of people and resources;
2. Knowledge of principles of Supported Living Services, Self-Determination, and Person-Centered Planning, and ability to communicate and apply these through assessment and evaluation of services rendered;
3. Ability to employ active listening, critical thinking and teaching skills to assist and support the employees working with individual consumers;
4. Awareness of the reactions of others and ability to actively look for ways to support and assist the consumers and the employees who support them to meet goals and objectives in their homes and in their communities;
5. Ability to resolve interpersonal conflict, and communicate by listening and speaking while maintaining the dignity and respect of all parties involved;
6. Ability to analyze situations and determine if and when intervention may be needed to avoid potential problems;

7. Computer literacy and strong written literacy skills;

Qualification, Education & Experience

High School Diploma (or equivalent) required, Associates degree or Bachelor's degree in related field preferred, 2 to 3 years previous work-related skill, knowledge or experience preferred. Previous supervisory experience preferred, but Trinity CHANGE will train an individual with appropriate prior direct care experience in some circumstances. This position may be a promotional position for personal attendants who are interested in career advancement in the organization.

Certificates, Licenses, Registrations

A personal vehicle, valid California Drivers License and valid insurance required. *Valid California Driver's License with proof of clear driving record and Department of Justice clearance are required prior to providing direct service to any consumer.*

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.

While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk, listen, and lift and/or move more than 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job in specific home environment(s) and out in the surrounding communities, as dictated by the needs of the individual(s) requiring support. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.