



Title: Residential Services Assistant

*Job Description*

**Job Classification:** Non-Exempt, Full-time

**Work Schedule:** As negotiated in employment letter

**Reporting Relationship:** Support Services Manager

**Primary Accountabilities:** The Residential Services Assistant provides on-site leadership support within residential services and direct support to the Support Services Manager to ensure effective delivery service for individuals with intellectual and developmental disabilities (IDD). This role assists with scheduling coordination, documentation, compliance tracking, staff support, and day-to-day operations across multiple residential sites, while supporting person-centered practices and regulatory compliance in accordance with Kansas Department for Aging and Disability Services (KDADS) and HCBS waiver requirements. This role serves as backup leadership during shift coverage to maintain continuity of operations.

**Major Duties:**

- Assist the Support Services Manager with daily operations across multiple residential homes/sites.
- Support coordination of staffing schedules to help ensure 24/7 coverage in all homes.
- Maintain and organize records, files, and documentation for individuals and staff.
- Assist with tracking, reviewing, and submitting staff timecards for accuracy.
- Support processing and tracking of employee leave requests.
- Assist in maintaining compliance with KDADS regulations, HCBS requirements, and agency policies.
- Help track staff training requirements.
- Ensure documentation is completed, filed, and maintained accurately and timely.
- Assist with audits, inspections, and follow-up actions as directed.
- Communicate staffing needs and schedule updates to team members.
- Demonstrate flexibility in scheduling, including availability for evenings, weekends, and holidays as required.
- Assist in filling open shifts and communicating coverage needs.
- Participate in an on-call rotation to support staffing needs, emergencies, and operational issues.
- Serve as backup leadership during shift coverage and assist with problem-solving or decision-making when managers are unavailable.
- Support communication between staff and management regarding program needs, concerns, and updates.
- Provide general support to direct support professionals (DSPs) as needed.
- Reinforce staff training, policies, and procedures to maintain quality care and compliance.
- Support person-centered services by reinforcing individuals' rights, dignity, and choices.
- Assist with coordination of appointments, activities, and communication with team members.
- Maintain professionalism and confidentiality when working with individuals and their information.
- Must be an approved driver per agency and state requirements.
- May assist with transporting individuals as needed.
- Assist with coordinating meetings, training, and staff communications



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- Communicate updates, reminders, and expectations clearly and professionally
- Performs other duties as assigned

#### **Qualifications**

- High school diploma or equivalent required.
- Experience in residential or human services is preferred.
- Demonstrated ability to support staff, maintain documentation, and provide direct care services.
- Strong communication, organization, leadership, and problem-solving skills.
- Ability to work collaboratively with staff, individuals served, and leadership.
- Valid Kansas driver's license and proof of insurance.
- Must pass background checks by agency procedures.
- Ability to read, write, and speak fluent English.

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#### **Training Requirements**

- Must meet agency requirements to be an approved driver, including acceptable driving record and RTAP certified
- Completion of orientation training and ongoing certifications per agency procedures
- CPR/First Aid certification
- Medication Administration certification
- Mandt or other approved behavioral support training

#### **Physical Demands:**

- Lift 50 pounds
- Bend, stoop, kneel, crawl and walk frequently
- Regularly required to speak and hear
- Regularly required to sit, stand, walk, reach and use hands
- Ability to read computer screens for an extended period of time

#### **Work Environment:**

- Direct contact with individuals who are severely physically and/or developmentally disabled and who may exhibit unpredictable behavior and uncontrollable outbursts. The physical characteristics of the work environment are such that noise and odor control procedures are required. May work with individuals with Hepatitis B and/or other blood borne pathogens.

#### **Additional Duties:**

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.



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Employee Signature                      Date

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Supervisor Signature                      Date