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SUPPORT FAMILY

LINK TO EMPLOYMENT APPLICATION BELOW

JOB DESCRIPTION: SUPPORT FAMILY

REPORTING TO: EXECUTIVE DIRECTOR

General Description: The Support Family serves as the parental/guardian equivalent for the Neighbor who resides on the Amber Grace campus. In this role, they are the primary connection for each Neighbor in feeling loved, accepted, acknowledged, and recognized for who they are and their unique capabilities. Inherent in the role is also discipline and accountability practices when those are needed.

For the purposes of this job description, a family may consist of a couple with children at home, couples without children, couples with adult children, or even a single person. Each type of family will be expected to execute the requirements of the job while maintaining their full -time residence in the home provided.

Care of the Neighbor

- Reviews and is intimately familiar with each Neighbor in the home to include their psychosocial and medical background, established goals, needs, and the plan of care as established by the Community
- Ensures that the care of the Neighbors is consistent with high quality and established policy
- Communicates concerns or observations to the Executive Director that influence the status of individual Neighbors under their purview
- Partners with the Director of Wellness in monitoring administration of Neighbor's medication, general health, activity levels and nutritional status
- Engages in life-skills coaching of Neighbors as needs are identified such as hygiene, appropriate behaviors, social skills, etc.
- Provides discipline, as needed, in a loving and caring manner
- Circulates around the campus to observe assigned Neighbors in the classrooms to observe for participation, engagement, and to identify any concerns

- Accompanies Neighbors to medical, dental, or other appointments outside the community
- Helps Neighbors schedule cosmetology appointments
- Interacts with families/guardians to resolve issues or concerns as needed
- Participates with the Director of Programming in regular meetings with the Neighbor families/guardians to review status and progress

Management

- Participates in the recruiting, hiring, training, and supervision of respite care staff
- Collaborates with other Support Families to manage and schedule respite care staff
- Partners with the Community Engagement Coordinator to develop meaningful opportunities for volunteers
- Trains and supervises volunteers assigned to their home

Admissions and Discharges

- Participates on the leadership team in the evaluation of Neighbor candidates for admission
- Participates in new Neighbor move -in and orientation process
- Works with the Executive Director, Director of Programming, and Director of Wellness when discharge of a Neighbor is necessary

Administrative and Household Management

- Facilitates and monitors meal preparation for breakfast in the residence
- Facilitates and participates in the family -style dinner meal in the residence as provided by the dietary department
- Directs the day -to-day functions of the household
- Ensures that routine housekeeping services are adequate and engages contract cleaning service for periodic deep cleans
- Processes incident reports per policy
- Makes recommendations to the Executive Director concerning operations of the department
- Maintains safety standards in the home to include infection control practices
- Participates in fire and disaster protocols and drills
- Follows procedures for reporting hazardous conditions or equipment failures and routine repairs
- Ensures adequate supplies are available in the home

Neighbor Supervision

- Daily surveys the Neighbor's personal space to identify opportunities for improvement and/or independence
- Manages and ensures the Neighbor's schedule is carried out daily

Medications for Assigned Neighbors

- Assists Neighbors with administration of medications, including storing, tracking and following instructions on labels
- Receives training and demonstrates competency on administration of medications in compliance with regulations for Personal Care Homes
- Seeks guidance from a medical provider whenever there are questions about administration of medication
- Facilitates narcotic counts daily with documentation per policy
- Ensures proper storage and disposal of expired or discontinued medications

Assessment and Observation

- Reviews the existing plan of care monthly for potential changes that are needed and provides this input to the Director of Wellness and the Director of Programming
- Ensures that plans of care are followed, and goals are known by all who are responsible for their assigned Neighbors
- Reviews daily logs to stay abreast of each Neighbor on a day-to-day basis
- Routinely interacts with Mentors to ensure information sharing, including a scheduled monthly meeting.

Regulatory

- Fluent in the regulations for Personal Care Homes
- Ensures compliance with regulatory requirements and community policy
- Participates in surveys and inspections by government/licensing agencies

Human Resources

- Provides formal and informal performance feedback to direct reports

Budgetary Responsibilities

- Reviews and interprets monthly budgets for the home
- Participates in annual operating budget development
- Adheres to departmental budget

Personal and Team Development

- Actively seeks development opportunities for self and team to remain current in the care and service of adults with intellectual and developmental disabilities
- Participates in initial training and continuing education of team members, including scheduled spring training events

Other

- Completes and maintains community forms and reports
- Engages in other duties as may be assigned by the Executive Director, including duties outside the normal scope of a support family

- Participates in Manager-on-Duty rotations

General Community Contributions and Covenants

- Represents Amber Grace in a Christ -like, professional manner at all times in messaging, behavior and appearance both internally and externally
- Demonstrates care, compassion, and patience in working with the Neighbor population
- Protects confidentiality and other rights of the Neighbors
- Participates in various meetings, committees and events in the community as required
- Participates in and/or recommends written policies, procedures, and improvement opportunities

Work Schedule Expectations

The role of Support Family will have flexible work hours that are not limited to eight -hour shifts. Early morning, late afternoon and well into the evening will be the most active hours of engagement and expectation for a Support Family. During weekdays the Neighbors will be involved in community programming or working off site, which allows for a certain amount of discretionary time for a Support Family. The Support Family will also be required to be available and quickly accessible during overnight hours to respond to emergencies, illness, or other needs that a Neighbor may have during that time.

There will be respite support that will routinely cover two days each week (example: Friday at 9:00 AM through Sunday at 9:00 AM) for the Primary Support Family. Respite support will also cover paid time off for the primary Support Family.

Job Qualifications

- 21 years or older
- Graduate of 4 -year college preferred
- Experience with intellectual and developmental disabilities in adults preferred
- Management experience preferred
- First Aid/CPR/AED certification required
- Excellent verbal and written communication skills using the English language
- Fluent in Microsoft Office Suite applications with ability to learn and operate additional software applications as appropriate

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, push, pull, 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, walk, climb, balance, 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 by the supervisor.

TO APPLY FOR THIS POSITION PLEASE CLICK THIS LINK:

[SUPPORT FAMILY APPLICATION](https://ambergrace.jotform.com/team/hr-employment/support-family-application)

Or copy and paste this URL into your web browser:

<https://ambergrace.jotform.com/team/hr-employment/support-family-application>

If you are unable to access or fill out the application online, please email info@ambergrace.com to request assistance.

Thank you for your interest in joining the Amber Grace Team!