

**Department:** Residential Services

**Reports To:** House Manager

**Secondary Oversight:** Residential Program Manager (RPM)

**Supervises:**

- Direct Support Professionals (DSPs) during assigned shifts

**FLSA Status:** Non-Exempt (Hourly)

**Work Schedule:** Full-time; primarily direct care shifts, including evenings, weekends, and holidays as required

**On-Call Requirement:** Yes – participates in ISL Management On-Call per agency policy

### **Position Summary**

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The Assistant House Manager (AHM) is a front-line leader, working supervisor, and role model responsible for ensuring the day-to-day functioning, training, standards, and systems of an Individual Supported Living (ISL) home, particularly during shifts when the House Manager is not present.

Assistant House Managers play a critical role in:

- Training and onboarding new DSPs
- Reinforcing agency expectations and standards on shift
- Maintaining household systems (food, supplies, cleanliness, organization)
- Ensuring issues are documented, tracked, and followed through using approved systems

This role ensures continuity, consistency, and stability across shifts while operating within clearly defined boundaries of authority.

### **Position Purpose**

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The Assistant House Manager role exists to provide consistent on-shift leadership, maintain household systems, and ensure that agency standards are upheld during shifts when the House Manager is not present. The AHM bridges direct care delivery with supervisory responsibility, supporting the House Manager in creating a home environment that is safe, organized, person-centered, and compliant with all regulatory requirements. This role is a critical step in the leadership pipeline and prepares AHMs for future advancement within the organization.

### **Requirements & Qualifications**

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- High school diploma or GED required
- Successful completion of the C-DSP Program is required to be eligible for the Assistant House Manager position

- Minimum of 1 year supporting individuals with developmental disabilities in a Home & Community Based Service setting
- Valid driver's license and insurable driving record
- Ability to pass background checks per DMH requirements
- Completion of required trainings, including MANDT, Tools of Choice, Level I Med Aide, and other agency-required certifications

### **Physical & Environmental Requirements**

- Ability to lift, transfer, and assist individuals (up to 100+ lbs with assistance)
- Ability to bend, stoop, squat, reach, and respond physically in emergencies
- Ability to perform physical interventions and de-escalation techniques as trained through MANDT, when required

### **Leadership Expectations**

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Assistant House Managers are leaders on shift.

They are expected to:

- Model professionalism, ethical conduct, and policy compliance at all times
- Follow all employee expectations without exception
- Maintain calm, respectful leadership during stress or crisis
- Use positive, supportive approaches when addressing behavior — both with the individuals served and with employees; the same positive behavior support principles that guide how we treat individuals must also guide how we treat one another
- Address performance and standards issues directly and promptly
- Escalate concerns appropriately rather than attempting to resolve issues outside their scope

Failure to model expected behavior is treated as a leadership performance issue.

### **Role Authority & Scope**

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Assistant House Managers dos and don'ts:

They **do**:

- Reinforce on-shift expectations and standards
- Document concerns observed during their shift in the ISL Management Google Chat, or via private email when the issue involves sensitive or confidential topics
- Escalate patterns or concerns to the House Manager and RPM
- Direct staff to Human Resources or leadership when policy questions arise
- Complete tasks delegated by the House Manager and follow through as directed
- Support community inclusion activities and outings for individuals

- Assist with grocery, household, and EBT fund management as directed by the House Manager
- Track and support individual mileage budgeting when responsible for outings
- Recognize employees through WorkTango and contribute to a positive work culture
- Support medical appointment scheduling and follow-through as directed by the House Manager

**They do not:**

- Manage or enforce attendance thresholds
- Address call-ins, absences, or formal attendance discipline
- Modify policies, PCSPs, BSPs, or physician orders
- Make final disciplinary decisions
- Spend an individual's money without direction from the House Manager or in the individual's absence
- Increase, adjust, or approve overages to an individual's authorized monthly mileage
- Plan trips further than one hour from Warrensburg without House Manager or RPM approval
- Make clinical or medical decisions; medical concerns must be escalated to the House Manager, Nursing, or RPM

### **Escalation Pathway**

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Assistant House Managers are responsible for addressing routine on-shift issues and escalating concerns beyond their authority. Issues that cannot be resolved on shift must be escalated to the House Manager.

### **AHM → House Manager → Residential Program Manager (RPM) → Director of Residential Operations**

Serious concerns involving health, safety, compliance, staffing integrity, or repeated performance issues must be escalated immediately. AHMs are expected to document escalations and follow up as directed.

### **Open-Door Communication**

If a concern involves ethics, rights, retaliation, misconduct, or if the AHM is uncomfortable using the standard pathway, the AHM may contact Human Resources or leadership directly.

### **Core Responsibilities**

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#### **1. Direct Care & Person-Centered Support**

- Provide direct support with daily living skills, personal care, and community access
- Model respectful, trauma-informed, and person-centered interactions
- Support individual choice, dignity, privacy, and independence
- Document support and progress accurately and timely

## **2. DSP Training & Onboarding (Shared Responsibility)**

Assistant House Managers share responsibility with the House Manager for training new DSPs.

### **Responsibilities**

- Train DSPs using:
  - Agency training checklists
  - Company policies and procedures
  - Established documentation, medication, and communication systems
- Ensure DSPs:
  - Review and understand PCSPs, BSPs, and house-specific routines
  - Demonstrate competency before working independently
- Document completion of required training tasks
- Provide ongoing coaching and retraining as needed
- Communicate training gaps or concerns to the House Manager and RPM

Training must follow company-defined systems and is not informal or optional.

## **3. Staff Supervision, Accountability & Standards (On Shift)**

Assistant House Managers are responsible for on-shift accountability.

### **Responsibilities**

- Hold DSPs accountable to:
  - Professional conduct and boundaries
  - Implementation of PCSPs, BSPs, and medication procedures
  - Documentation accuracy and timeliness
  - House routines, cleanliness, and safety expectations
- Provide real-time coaching and corrective feedback
- Document standards or performance concerns through approved communication channels
- Escalate repeat or unresolved issues to the House Manager

## **4. Household Systems: Food, Supplies & Inventory**

Assistant House Managers are responsible for maintaining functional household systems.

### **Menu Planning & Grocery Shopping**

- Plan menus in accordance with:
  - Individual preferences

- Special or modified diets
- Physician orders and PCSP requirements
- Complete grocery shopping aligned to the approved menu

### **Household & Hygiene Supplies**

- Ensure the home is stocked at all times with:
  - Paper products (toilet paper, paper towels, tissues)
  - Cleaning supplies
  - Laundry supplies
  - Hygiene products
  - Essential household items
- Monitor inventory and restock proactively
- Prevent shortages or last-minute supply issues

### **5. Medication Administration & Oversight (On Shift)**

- Ensure only authorized, Level I Med Aide-trained staff administer medications
- Reinforce proper storage, labeling, and organization
- Ensure the Triple Check process is followed every time
- Ensure real-time eMAR documentation
- Immediately escalate medication errors or refusals per policy
- Communicate medication concerns to the House Manager and RPM

### **6. Monday.com System Use**

Assistant House Managers are issued a Monday.com account and are required to use it as an official agency system for operational follow-through.

#### **Monday.com is used for:**

- Maintenance requests
- Task assignments and completion tracking
- Data collection related to home operations and compliance
- Tracking follow-up items, corrective actions, and recurring issues

#### **Responsibilities**

- Submit all maintenance and repair needs through **Monday.com → Maintenance → Work Orders** board
- Complete assigned tasks and update status accurately and timely
- Enter required data points as directed by RPMs, QA, or leadership
- Review assigned items regularly and ensure follow-through

#### **Prohibited Practices**

- Tasks, maintenance needs, or follow-up items may not be managed solely through text messages, side chats, or verbal requests

- Failure to use Monday.com undermines accountability and compliance and will be addressed

## **7. Documentation & Communication**

- Ensure accurate, timely completion of:
  - Daily service documentation
  - eMAR entries
  - Event Reports and incident documentation
- Use approved communication platforms only
- Provide clear, complete shift-to-shift communication
- Follow Communication Policy requirements regarding:
  - Shared chats vs. private email for sensitive matters
  - Documentation and escalation expectations

## **8. Emergency Response & Preparedness**

- Respond appropriately to emergencies using training and protocols
- Assist with required emergency drills
- Ensure DSPs know where to go and what to do during emergencies
- Support Administrator On-Call during emergencies as directed

## **9. Scheduling Execution & On-Call Support**

- Implement approved schedules
- Support coverage needs
- Participate in ISL Management On-Call
- Ensure leadership presence during evenings, weekends, and holidays

## **10. Positive Behavior Support Expectations**

Assistant House Managers are expected to actively use and model positive behavior support skills learned through the MANDT System, Tools of Choice, and training, coaching, and guidance from the Behavior Services Department. In practice, this means:

- Responding to behavior with support, skill-building, and de-escalation, not punishment
- Following Behavior Support Plans (BSPs) exactly as written
- Coaching DSPs to use approved strategies consistently during shifts
- Recognizing when a situation is escalating beyond routine support and asking for help early
- Documenting concerns, patterns, and responses clearly

AHMs do not create new behavior rules, consequences, or restrictions, implement strategies not approved in the BSP or PCSP, or present personal opinions as behavior policy. Behavior decisions and interpretations belong to Behavior Services, the House Manager, RPMs, and leadership.

Positive behavior support is not limited to the individuals we serve. Abilities, LLC expects Assistant House Managers and all leadership to apply the same principles of respect, de-escalation, patience, and skill-building to their interactions with employees. Yelling, shaming, intimidation, or punitive responses toward employees are not acceptable leadership practices.

### **11. Delegated Tasks & House Manager Direction**

The House Manager has the authority to delegate tasks to the Assistant House Manager. When a task is delegated, the AHM is expected to complete it correctly, on time, and to the standard communicated by the House Manager. This includes:

- Accepting and completing delegated tasks as directed by the House Manager
- Asking clarifying questions if the task, timeline, or expectations are unclear
- Communicating back to the House Manager when a task is completed or if an issue prevented completion
- Using delegated tasks as opportunities to develop leadership skills and expand operational knowledge
- Never ignoring, refusing, or deprioritizing a delegated task without communicating concerns to the House Manager

Delegation from the House Manager is a normal part of ISL operations and leadership development. If an AHM has concerns about a delegated task, the appropriate response is to discuss it with the House Manager or escalate to the RPM, not to disregard the task.

### **12. Medical Care Support**

Assistant House Managers support the House Manager in maintaining medical care compliance for the individuals in the home. This includes:

- Assisting with scheduling and attending medical appointments as directed
- Communicating medical updates, changes in health status, or provider instructions to the House Manager promptly
- Ensuring DSPs on shift are informed of and following current medical orders, dietary requirements, and health-related protocols
- Supporting the House Manager in maintaining organized and up-to-date medical records in the home
- Escalating urgent health concerns to the House Manager, Nursing, or RPM immediately

### **13. Employee Recognition & Morale**

Assistant House Managers are expected to understand and actively support that employee morale is important. How employees feel about working here is just as important as how they perform their jobs correctly. This includes:

- Actively engaging in the agency's recognition platform, WorkTango
- Posting genuine, specific recognition that tells the employee what they did well and why they are being recognized

- Creating a positive, encouraging atmosphere on shift where employees feel valued and supported
- Communicating morale or cultural concerns to the House Manager and/or Director of Culture & Experience (DCE); morale and cultural concerns should be directed to the DCE

#### **14. ISL Budget, Funds & Mileage Awareness**

Assistant House Managers support the House Manager in the responsible management of the ISL's financial resources and individual mileage allotments. This includes:

- Assisting with grocery shopping, household purchases, and EBT management as directed by the House Manager
- Assisting individuals with personal spending when needed, ensuring purchases reflect the individual's own choices and preferences
- Maintaining accurate receipts and documentation for all expenditures
- Being aware of each individual's monthly mileage allotment and tracking usage when responsible for outings
- Encouraging individuals to budget their mileage throughout the month and helping them understand how choices affect what is available later
- Not allowing outings once an individual's authorized mileage has been exhausted for the month; mileage resets on the first of each month
- Never spending an individual's money in their absence or deciding for them what to buy
- Reporting financial discrepancies or concerns to the House Manager or RPM immediately

#### **15. Community Inclusion & Engagement**

Inclusiveness is important. Assistant House Managers share responsibility with the House Manager for ensuring that individuals spend meaningful time in their communities doing things they enjoy, in settings that are not exclusively for people with developmental disabilities. This includes:

- Ensuring every individual has the opportunity to leave their home for community outings at least every other day (3–4 times per week minimum)
- Planning outings based on individual interests and hobbies such as fishing, going to parks, playing outside, shopping, going to movies, joining local groups, clubs, or sports, and other activities the individual enjoys
- Understanding that community outings do not include trips to doctor's offices, pharmacies, banks, or grocery shopping; these are necessary errands, not community engagement
- Choosing inclusive community settings where individuals participate alongside people without disabilities
- Planning local activities or activities within an hour of Warrensburg without prior authorization

- Discussing trips further than one hour from Warrensburg with the House Manager or RPM in advance

Community inclusion is not optional and should not be treated as a reward or something that only happens when it is convenient. Individuals have the right to participate in their communities.

## **Our Values & Ethical Expectations**

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Abilities, LLC values Integrity, Community, and Empathy. As an Assistant House Manager, ethical conduct, professional leadership, and consistent role modeling are essential. AHMs are expected to demonstrate these values in all interactions with individuals, staff, families, and supervisors. Our values apply equally to how we treat the individuals we serve and how we treat the employees who serve them.

- **Integrity:** AHMs are expected to be honest and transparent in all documentation and communication, follow all policies and service plans as written, report concerns and errors immediately, and hold themselves and their staff to the same standards.
- **Community:** AHMs are expected to lead collaboratively with the DSP team, House Manager, RPM, and other departments. This includes supporting the development of staff, communicating clearly across shifts, and contributing to a positive team culture. Concerns related to workplace morale, team culture, or employee experience should be directed to the Director of Culture & Experience (DCE).
- **Empathy:** AHMs are expected to model person-centered care and positive support in all interactions — with the individuals they serve and with the employees they work alongside. This means treating individuals and staff alike with dignity, patience, and genuine respect. The same positive behavior support principles that guide how we treat the individuals we serve must also guide how we treat one another. Empathy is not optional for leaders.

Assistant House Managers are expected to always uphold these ethical and values-based expectations. Failure to do so may result in corrective action, up to and including termination.

## **Acknowledgment & Signature**

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By signing below, I acknowledge that I have received, read, and understand this job description. I understand that the expectations outlined are a condition of my employment. This job description is not intended to be an all-encompassing list of every duty, task, or expectation associated with this role. It outlines the primary responsibilities and standards as of the date of issuance. When regulatory or agency changes occur, employees in this role are expected to adapt quickly and follow all new guidance, directives, and procedures



communicated by Abilities, LLC leadership, even if those changes have not yet been formally incorporated into this job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_