

Job Title: Residential Program Manager (RPM)

Department: Residential Services

Reports To: Director of Residential Operations

Directly Supervises:

- House Managers (3)
- Assistant House Managers (indirectly through House Managers)
- Direct Support Professionals (indirectly through ISL Management)

Caseload: 3 ISL homes / up to 12 individuals

FLSA Status: Exempt, Salaried

Work Schedule:

- Full-time; flexible hours based on individual and operational needs
- Evenings, weekends, and holidays as required

Location: Assigned ISL homes, Abilities LLC office, and community settings

On-Call Requirement: Yes – participates in Administrator On-Call rotation per agency policy

Position Summary

The Residential Program Manager (RPM) is responsible for the comprehensive oversight and management of three (3) Individual Supported Living (ISL) homes. The RPM serves as the primary operational leader, regulatory liaison, and quality assurance resource for their assigned caseload. Each ISL is staffed with one (1) House Manager and one (1) Assistant House Manager. The RPM directly supervises the three House Managers assigned to their caseload and provides indirect oversight of Assistant House Managers and Direct Support Professionals through the ISL Management chain.

The RPM ensures services are delivered in accordance with applicable Missouri Department of Mental Health (DMH) regulations, Home and Community-Based Services (HCBS) requirements, and all Abilities, LLC policies and procedures.

Position Purpose

The RPM role exists to ensure that each ISL home on their caseload operates safely, consistently, and in full regulatory compliance while providing high-quality, person-centered care. The RPM bridges operational management with individual advocacy, ensuring that what happens in each home meets agency, state, and federal standards every day. RPMs coach, teach, and develop their House Manager teams, maintain systems of accountability, and serve as the primary point of contact for DMH, guardians, and external stakeholders related to their caseload.

Qualifications & Requirements

Minimum Qualifications

To be hired and remain employed as a Residential Program Manager, an individual must:

- Minimum of 3 years of direct experience in a Home and Community-Based Services (HCBS) environment supporting individuals with intellectual and developmental disabilities
- Demonstrated experience in residential services, staff supervision, and person-centered care delivery
- Strong organizational, communication, and decision-making skills
- Working knowledge of HCBS and applicable regulations
- Valid driver's license and ability to pass required background check

- Proficiency with electronic health records, scheduling systems, and documentation platforms
- Completion of all required trainings, including MANDT, Tools of Choice, Level I Med Aide, and other agency-required certifications
- Ability to read, write, and communicate clearly in English

Physical Requirements

Residential Program Managers must be able to:

- Assist individuals with mobility, transfers, and personal care
- Respond to behavioral and medical emergencies
- Stoop, sit, and stand for extended periods
- Use a computer for extended periods
- Drive between ISL homes and the main office, and travel distances of up to four (4) hours one way as needed
- Possible overnight travel one to two times per year for training, continued education, or individual needs

Technology & Computer Requirements

- Use a computer or tablet independently
- Send and receive work emails
- Type clearly and accurately enough to complete documentation and reports
- Log into and use required systems (e.g., SetWorks, BambooHR, WhenToWork, Monday.com, CIMOR)
- Use an internet browser for work and training
- Navigate and complete tasks in Monday.com

These requirements are conditions of employment and apply to all Residential Program Managers.

Role Authority & Scope

The Residential Program Manager is authorized to:

- Direct, coach, and hold ISL Management accountable for performance, compliance, and care quality
- Provide instruction and corrective guidance to staff within assigned homes
- Make real-time operational decisions within assigned homes
- Escalate concerns, risks, and trends to the Director of Residential Operations
- Represent the agency in DMH meetings, PCSP meetings, and guardian communications for their caseload
- Approve community outings, coordinate individual transitions, and manage intake/discharge processes

The RPM **does not**:

- Own or redesign residential systems or policy
- Resolve cross-RPM or cross-department disputes independently
- Override agency scheduling rules or on-call structure
- Issue agency-wide directives
- Issue formal disciplinary action (verbal/written warnings, suspensions, or terminations) without authorization from the Director of Residential Operations or Human Resources

- Interpret employment laws such as FMLA, ADA, or Workers' Compensation
- Make clinical or medical decisions; medical concerns must be escalated to Nursing

When staff ask policy questions, RPMs should refer to written policy when available and escalate questions to the Director of Residential Operations, Behavior Services, Nursing, HR, or leadership as appropriate.

Escalation Pathway

RPMs are responsible for addressing operational issues within their caseload and escalating concerns beyond their authority. Issues that cannot be resolved at the RPM level must be escalated to the Director of Residential Operations.

RPM → Director of Residential Operations → Executive Director

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

Open-Door Communication

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

Core Responsibilities

1. PCSP Coordination, Case Management & Regulatory Liaison

The RPM is the agency's primary liaison with DMH, Support Coordinators, guardians, and external team members for each individual on their caseload. This includes:

- Attend all PCSP meetings and advocate for the individual's needs, preferences, and goals
- Begin proactive outreach to Support Coordinators, guardians, and team members **60 days before** the individual's annual PCSP renewal date
- Handle all intake and discharge meetings as required by DMH. Communicate with new or receiving agencies during transitions
- Enroll new individuals in location services, school, and programs as applicable
- Notify the Director of Residential Operations when an individual obtains a job, starts a day program, quits a job or service, or experiences any change that **affects staffing hours or budget timeliness**
- Complete **risk assessments annually** during the individual's PCSP implementation month
- Respond to DMH inquiries, Quarterly Support Plan Reviews, and licensing correspondence in a timely, professional manner

2. SetWorks Records & Data Management

The RPM is responsible for maintaining accurate, complete records for each individual within the SetWorks electronic health record system. This includes:

- Maintain accurate individual profiles including address, guardian information, emergency contacts, medical diagnoses, allergies, and demographic data. Update promptly when changes occur

- Maintain person inventory in the “Additional Info” tab in conjunction with the House Manager
- Ensure consistent folder naming conventions are used across the agency
- Upload required documents to the correct location in a timely manner
- Conduct periodic reviews of individual records for completeness and accuracy

3. Implementation Strategies & Outcomes

Following PCSP implementation, the RPM must ensure all strategies and services are properly established and monitored. This includes:

- Complete Goal-Outcome forms and ensure implementation strategies are in place within **30 days** of the PCSP implementation date, per the Implementation Strategy Policy
- Track individual outcomes and adjust support strategies with input from Behavior, Nursing, and the support team
- Monitor staff follow-through on implementation strategies during ISL visits and through documentation review

4. ISL Operational Oversight & Home Monitoring

The RPM is responsible for the overall operational quality and Licensure & Certification (L&C) readiness of each assigned ISL. This includes:

- Conduct regular, unannounced visits to each ISL to assess care quality, documentation accuracy, staff performance, and environmental conditions
- Ensure each home is audit-ready every day. L&C readiness is a daily accountability, not a periodic event
- Ensure homes are clean, safe, and hazard-free, with functional safety equipment and posted emergency plans
- Monitor and enforce HCBS compliance: food access, privacy, community integration, individual rights, and person-centered practices
- Ensure no PHI is posted in common areas
- Submit work orders for home and vehicle maintenance needs and follow up on completion

5. ISL Management Supervision, Coaching & Accountability

The RPM directly supervises three House Managers and is responsible for their ongoing development and performance. This includes:

- Conduct weekly one-on-one meetings with each House Manager
- Review documentation, medication oversight, and drill compliance during ISL visits
- Provide coaching, corrective guidance, and conflict mediation as needed
- **RPMs are expected to coach, teach, and train** their House Managers and teams through house meetings, HM one-on-one meetings, and day-to-day interactions. RPMs do not passively observe—they actively facilitate, present, and develop their staff
- Participate in the **creation of presentations and training materials** for house meetings and team development. RPMs must be active presenters and facilitators, not observers
- Escalate unresolved performance or compliance concerns to the Director of Residential Operations
- Post employee recognition in WorkTango at least four (4) times per month. Recognition must be detailed and specific about what the employee did well; generic recognition does not count

- Address morale concerns proactively and communicate staff feedback to the RPM team and/or Director of Culture & Experience as appropriate

Supervision is not optional. Allowing ISL Management to underperform without intervention is a leadership failure. At the same time, how an RPM addresses performance matters. Correction should be delivered with respect, clarity, and a focus on growth—not through intimidation, public embarrassment, or punitive approaches.

6. Scheduling & Staffing Execution

The RPM is responsible for the scheduling and staffing execution for their assigned ISLs. This includes:

- Ensure schedules maintain a **one-contact-per-day rule**: only one RPM, HM, or AHM may contact a DSP per day about open shifts
- RPMs may only edit WhenToWork schedules for the ISLs they directly supervise. Editing another RPM's schedule is not permitted, except during Admin On-Call weekends
- **Enforce the 18-hour consecutive work limit**. Employees may not work more than 18 consecutive hours in direct care without an 8-hour rest period. Overnight sleep shifts with scheduled rest hours are exempt. Report any violations to HR immediately
- Ensure shift trades comply with agency rules: trades must be between qualified, trained employees from the same home and **cannot result in overtime** unless both employees are already in overtime and are trading overtime-for-overtime
- All staff time off requests must be submitted exclusively through **BambooHR**. WhenToWork is not used for time off requests. RPMs must not accept or process time off requests outside of BambooHR
- Weekly schedules are published each **Tuesday by midnight, two weeks in advance**. RPMs must ensure their schedule updates are complete prior to publication
- Oversee call-off management and ensure coverage is obtained per agency policy
- Post open shifts on the WhenToWork tradeboard and offer WorkTango incentive points when applicable (250 points per open shift, 500 points for same-day, 300 points for weekend coverage)

6A. House Manager Office Integration & Transitional Collaboration

Effective March 1, 2026, House Managers will begin transitioning to a hybrid schedule of three (3) direct care days and two (2) office-based days per week. During the transition period:

- RPMs will provide structured exposure to RPM-level processes during office days. This is learning and exposure only; no duties or authority are transferred
- RPMs will assign tasks and review work completed during HM office days
- This transition is designed to reduce knowledge concentration risk and develop the ISL Management team

Scheduling Transition Timeline

- **Current through June 30, 2026**: The Lead RPM builds and publishes the master schedule. RPMs update WhenToWork for their own homes as changes occur (shift trades, time off, coverage adjustments)
- **Effective July 1, 2026**: RPMs assume full scheduling authority for their assigned ISLs, building and publishing schedules in coordination with the Lead RPM

7. Medical, Benefits & Individual Supports Coordination

The RPM provides oversight of all medical, benefits, and support coordination for individuals on their caseload. This includes:

- Ensure House Managers maintain current medical appointment schedules and follow through on all physician orders, referrals, and follow-up care
- Coordinate with Nursing for medication changes, new diagnoses, or health concerns that require clinical guidance
- Assist ISL Management in resolving barriers to care

Delegations, Protocols & Adaptive Equipment

- Ensure current **nursing delegation training** is maintained for each home supervised. Delegation training must be refreshed annually and repeated when an individual's care needs change
- Demonstrate and maintain personal competency in any delegated nursing task or medical protocol required within assigned homes
- Ensure ISL Management trains all employees on each individual's nursing protocols prior to working independently, and that signed protocol signature pages are maintained in the home
- Work with ISL Management to **create adaptive equipment training checklists** using the agency's approved format. Once created, this checklist is the only form to be used for training direct care employees on the identified adaptive equipment
- Ensure all new employees receive adaptive equipment training during designated training shifts (purple shifts in WhenToWork)
- Receive and file completed adaptive equipment training forms for permanent record retention
- Ensure copies of current, signed delegations and protocols are present and accessible in each assigned ISL

Benefits Management

- Ensure each individual's **EBT, Medicaid, and Social Security/SSI benefits** remain active, if the individual has a family guardian or is their own guardian
- Public Administrators handle applications and renewals for their wards; RPMs do not manage benefits for individuals under a Public Administrator
- Benefits must not lapse. Any lapse must be reported to the **Finance Director** immediately

8. Employee Attendance

RPMs monitor and address attendance patterns within their assigned homes. This includes:

- Track call-in patterns and identify trends that impact staffing and care quality
- Address attendance issues with ISL Management through coaching and documentation
- Escalate chronic attendance problems to the Director of Residential Operations and/or Human Resources

9. Communication & Policy Representation

The RPM serves as the communication bridge between the homes, the office, and external stakeholders. This includes:

- Ensure all communication between homes and the office flows through the appropriate channels
- Direct staff to the correct resource for their concern: **Payroll Email** for pay issues, **HR** for employment concerns, **Behavior Analyst** for behavioral questions (RPMs must not interpret behavioral matters), **Director of Culture & Experience** for morale and cultural concerns (team dynamics, interpersonal conflicts, feeling undervalued, favoritism, engagement/recognition)

Policy Knowledge & Representation

- **RPMs are required to read and remain knowledgeable of all agency policies.** Policy knowledge is not optional—it is a core requirement of this position
- **RPMs must never attempt to interpret employment laws** such as FMLA, ADA, or Workers' Compensation. These inquiries must be referred to HR
- **RPMs must present a united front with the office.** Even when an RPM personally disagrees with a decision made by a superior or peer, the RPM must support that decision publicly. Disagreements are handled privately through appropriate channels. The agency speaks with one voice to staff, individuals, and external stakeholders

Confidentiality & HIPAA

- Comply with the Confidentiality & HIPAA Policy at all times. RPMs regularly handle protected health information (PHI) and must exercise caution and discretion when discussing, handling, and sharing confidential information
- PHI may only be discussed in private, secure locations. PHI must not be displayed publicly in homes or common areas
- All electronic documentation must be completed and stored using SetWorks. Personal email, messaging apps, or unsecured platforms must not be used to transmit PHI
- FaceTime or other video/live chat applications are prohibited while on shift per agency HIPAA policy
- Report any suspected breach of confidentiality or privacy immediately to your supervisor or the Executive Director

10. Incident Reporting

The RPM is responsible for the accurate, timely submission of all incident reports (also referred to as Event Reports, IRs, or EMTs) for individuals on their caseload, in compliance with the Event Reporting Policy and DMH requirements. This includes:

- Submit all Event Reports into **CIMOR** (the DMH reporting system) within **one business day** of occurrence
- RPMs must only submit incident reports for ISLs they directly supervise
- **Immediate Notification Events** require the RPM to contact the DMH Kansas City Regional Office (KCRO) immediately upon discovery during weekdays. On weekends, the on-call Administrator is responsible for immediate KCRO notification
- Immediate notification events include: abuse/neglect/misuse of funds/sexual abuse, hospital admissions, arrests, natural disasters, and deaths
- RPMs must be knowledgeable of all reportable events per the agency's Reportable Events Table and ensure DSPs and ISL Management understand their reporting obligations
- Respond to follow-up questions from DMH, guardians, Nursing, Behavior Department, and other stakeholders

- Submit CIMOR follow-up documentation timely

11. On-Call & Incident Response

RPMs participate in the Administrator On-Call rotation and are responsible for agency-wide incident response during their assigned on-call periods. This includes:

- Manage all incoming calls, coverage needs, and emergencies during on-call shifts
- Follow the Administrator On-Call pre-weekend planning checklist
- Ensure immediate KCRO notification for applicable events occurring on weekends
- Document all on-call activities and outcomes for the Director of Residential Operations

12. HCBS Compliance, Rights & Due Process

The RPM ensures that all services and supports within their assigned ISLs are delivered in compliance with Home and Community-Based Services (HCBS) requirements and that individual rights are protected at all times. This includes:

- Ensure individuals have access to food, personal space, privacy, communication, community activities, and personal belongings without restriction unless formally authorized through due process
- The RPM advocates for the **individual**, not the guardian. RPMs must always center the individual's expressed preferences, needs, and rights
- Maintain current Consent to Treat forms. The Due Process Manager obtains due process consents
- **Guardian-requested rights restrictions are not automatic and are not required.** The RPM is responsible for informing guardians that the agency does not implement rights restrictions without documented data demonstrating the need for the restriction. All restrictions must follow the agency's Due Process procedures
- Review due process document drafts with the **Due Process Manager** prior to finalization, ensuring accuracy and completeness
- Report any rights restriction identified as a potential prohibited practice immediately to the Director and Lead Residential Program Manager

Grievance Support

- Assist individuals who request help completing a **grievance form** while maintaining confidentiality. Grievance forms are available in homes, at the agency office, or via email from Human Resources
- Completed grievance forms must not be left in open areas of homes or offices. Forms should be sealed and delivered directly to Human Resources
- All grievances are handled by Human Resources. RPMs must not investigate, resolve, or make decisions regarding grievances. RPMs must not retaliate or allow retaliation against anyone filing a grievance

13. Individual Feedback & Quality Review

The RPM must conduct a face-to-face feedback meeting with each individual on their caseload every six (6) months to assess satisfaction with services and identify areas for improvement. This includes:

- If the individual cannot self-advocate (non-verbal, no functional communication), the RPM contacts the guardian by phone and completes the feedback form during the call

- Seven assessment areas must be covered: staff relationships, service quality, feeling supported, choice and self-determination, desired changes, safety and wellbeing, and community integration
- Concerns must be addressed within 30 days. Safety concerns or expressed dissatisfaction must be escalated to the Director of Residential Operations immediately
- Specific employee complaints (e.g., “they are mean to me,” “they seem annoyed”) must be shared with the **Director of Culture & Experience**
- Upload completed forms to the individual’s file. Report patterns or systemic feedback to leadership

14. Meetings, Documentation & Reporting

RPMs are responsible for participating in and preparing for all required meetings, and for maintaining documentation standards across their caseload. This includes:

- **Mandatory meetings:** Weekly RPM team meetings, House Manager Meetings, and monthly House Meetings at each assigned ISL
- RPMs schedule house meetings and weekly HM one-on-one meetings in WhenToWork
- RPMs may not attend meetings on behalf of each other. If coverage is needed, the Lead RPM, Director of Residential Operations, Human Resources, or a Training Facilitator will attend
- **Participate in annual strategic planning** for the Residential Department. RPMs are expected to contribute meaningfully to goal-setting, problem identification, and solution development for the department
- Monthly ISL Reviews must be completed by the **15th of each month** for the previous month and sent to guardians via email with the RPM’s signature
- RPMs will only complete Monthly Reviews for their own homes, unless temporarily assigned additional homes by the Lead RPM or Director of Residential Operations
- RPMs are held to the same documentation standards as DSPs when working direct care shifts
- Ensure all ISL Management staff enter personal spending transactions into each individual’s ledger and update all mileage records in the designated Google Sheets by the **7th of each month**
- Coordinate PCSP training within 30 days of implementation
- Request additional training when major changes occur

Positive Behavior Support Expectations

RPMs are expected to model and enforce person-centered, positive behavior support practices across their ISLs. This includes ensuring that all staff interactions with individuals are grounded in dignity, respect, and evidence-based approaches.

- Follow all Behavior Support Plans (BSPs) exactly as written. RPMs do not create, modify, or interpret BSPs
- Coach ISL Management and DSPs on approved positive behavior support strategies
- Recognize escalation patterns and involve the Behavior Department early
- RPMs must not present personal opinions as behavior policy. Behavior decisions and interpretations belong to **Behavior Services** and leadership

Positive behavior support is not limited to the individuals we serve. Abilities, LLC expects RPMs 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.

Our Values & Ethical Expectations

Abilities, LLC values Integrity, Community, and Empathy. As a Residential Program Manager, ethical conduct, professional leadership, and consistent role modeling are essential. RPMs 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:** RPMs 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, hold themselves and their staff to the same standards, and never falsify records, conceal problems, or allow violations to go unaddressed.
- **Community:** RPMs are expected to lead collaboratively with their House Managers, the DSP team, fellow RPMs, and other departments. This includes supporting the development of their staff, communicating clearly across shifts and departments, contributing to a positive team culture, and participating fully in agency leadership expectations. Concerns related to workplace morale, team culture, or employee experience should be directed to the Director of Culture & Experience.
- **Empathy:** RPMs are expected to model person-centered care and positive support in all interactions—with the individuals they serve and with the employees they lead. This means treating individuals and staff alike with dignity, patience, and genuine respect, responding to behavior with understanding, and leading their team to do the same. Empathy is not optional for leaders.

Leadership Conduct

- **WorkTango recognitions:** minimum four (4) per month, must be detailed and specific about what the employee did well. Generic recognitions do not meet this expectation
- Maintain professional boundaries at all times
- Use the Tools of Choice framework in all interactions with staff and individuals
- Follow through on commitments. If you say you will do something, do it
- Treat all individuals and employees with dignity and respect at all times

RPMs 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.

Accountability Summary

Residential Program Managers are accountable for:

- Regulatory compliance and L&C readiness across all assigned ISLs
- Timely, accurate PCSP coordination, documentation, and SetWorks records
- ISL Management supervision, coaching, teaching, and skill development
- Scheduling compliance, coverage management, and on-call participation
- Individual rights, HCBS compliance, and due process advocacy
- Appropriate escalation of risks, patterns, and barriers to the Director of Residential Operations
- HIPAA compliance and protection of individual PHI

- Ensuring current delegation training, protocol training, and adaptive equipment training across assigned ISLs
- Timely and accurate CIMOR submission and immediate notification compliance
- Structured and appropriate use of House Manager office time
- Consistent, values-driven leadership across the caseload
- Active presentation, facilitation, and participation in meetings and strategic planning

Scope of Job Description

This job description is not intended to be an all-encompassing list of every duty, task, or expectation associated with the Residential Program Manager role. It outlines the primary responsibilities and standards as of the date of issuance. The Missouri Department of Mental Health (DMH), the Division of Developmental Disabilities (DDD), and other regulatory bodies may update rules, regulations, guidance, and requirements at any time, sometimes with little advance notice.

When regulatory changes occur, RPMs 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. Staying current with agency communications, attending required trainings, and implementing updated practices as directed are conditions of this role. An RPM's obligation to comply with current regulations and agency directives is not limited to what is written in this document.

Acknowledgment & Signature

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.

Employee Signature: _____ Date: _____

Printed Name: _____