



## at Langley Residential Support Services

<b>Job Title:</b>	Community Support Counselor/Skills Trainer
<b>Reports To:</b>	Program Manager
<b>Classification:</b>	Non-Exempt
<b>Job Function:</b>	Provide drop-in support to people who live in their own residences or in their natural (family) home.

### Duties & Responsibilities:

1. Provide direct assistance, skill training, or monitoring system to ensure that consumers carry out routine household and basic independent living skills.
2. Complete assigned assessments and provide input into the formulation of training goals.
3. Conduct consumer training programs as indicated.
4. Complete assigned paperwork including: case notes, attendance ledgers, data collection, incident reports, and other pertinent documentation.
5. Document and relay consumer desires, needs, behavioral and personal problems, when appropriate.
6. Ensure consumer and organizational confidentiality.
7. Serve as a liaison between the consumer and significant others as needed to assure co-ordination of efforts to meet the needs of the consumer and requirements of ongoing information sharing.
8. Assist consumers with planning and participating in varied age-appropriate social/leisure activities.
9. Transport consumer(s) to recreational activities, medical appointments, shopping, and other relevant situations as assigned.
10. Provide assistance to consumers so that they become aware of and use community resources including public transportation, businesses, libraries, social services, etc.
11. Participate as a member of each consumer's interdisciplinary team.
12. Monitor consumer's health status, monitor medication, and assist with procurement of health services as needed.
13. Demonstrate recognition of the individual worth and individuality of each person by providing decision-making and growth opportunities.

14. Demonstrate awareness of and respect for an individual's rights as outlined in the Fairfax/Falls Church Community Services Board Human Rights Plan.
15. Provide guidance and support to each consumer in an effort to assist them in becoming as independent as possible.
16. Provide consumer conflict resolution as needed.
17. Provide advice to consumers regarding appropriate home and community behavior.
18. Meet with supervisor a minimum of once a month to review caseload.
19. Comply with Langley policies and procedures.
20. Communicate concerns, issues, and ideas to supervisor on an ongoing basis.
21. Overtime flexibility in the event of emergencies.
22. Must carry assigned pager when on-duty (full-time employees only).
23. Complete required training as stated in the policies and procedures manual.
24. Other duties as assigned by supervisor.

## **Job Qualifications:**

1. High school diploma/high school equivalency plus three years' experience, or related Associate's degree and two years' experience, or related Bachelor's degree, or a combination of relevant education and experience.
2. Able to work with and communicate with adults with mental retardation and other developmental disabilities.
3. Strong evaluation and analysis skills.
4. Able to work on-site.
5. Demonstrated ability to interpret situations and accurately relay information.
6. Good oral and written communication skills.
7. Demonstrated ability to perform multiple tasks.
8. Basic arithmetic skills.
9. Demonstrated leadership skills and able to work as part of a team.
10. Official DMV driving record from state of residency that meets Langley's pre-employment driving standard. Must reflect previous 36 months of driving history.
11. Must have own transportation.

## **Contacts:**

**Internal:** Consumer, Langley co-workers and supervisors, consumer family members and significant others, Board Members, and volunteers.

**External:** Neighbors, case managers and other professionals, therapeutic/recreation staff, church members, rental office personnel, and the general community