



Residential Direct Care Staff Level System
Level I to Level II

- At least 90 days of continuous service before Level II consideration
If requirement not met, at least 30 days of continuous service in Level I for reconsideration
- Confirmation of completed training
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- Employee has completed Level Progression Request Application
- Recommendation from Home Manager Completed on Application
- Passing Score on Level II Test (Test Score: _____)
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- Completion of at least three clinical modules located under "training" on the Employee Website
- Culture of Gentleness Training
- Demonstrated proficiency in the following computer applications:
 Clarity NextStep Quickmar Facility Dude Time & Attendance
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- Understands and is aware of the location and use of home binders and postings
- Understands the process of shift change and resident morning meetings
- Understands the materials and importance of the content on the "high alert boards"
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- No active progressive actions while in Level I (written/suspension)
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- Successfully passed a minimum of two medication passes in the past 90 days
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- Good attendance record e.g. no unexcused call offs, attendance to all mandatory meetings, trainings or has an excused absence
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- Displays honesty, integrity, trustworthiness
- Demonstrates full understanding of Mission, Values, Goals
How to apply "I" Care Philosophy in daily work environment
(Integrity, Compassion, Advocacy, Relationships and Excellence)



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- Understands the PCP/BP connection, able to apply both PCP goals objectives and BP
Knows what to track & when to demonstrate application of linking goals and ways to accomplish the goals

- Required paperwork is complete, accurate, factual, timely, and neat
Increased competence with computer application/able to follow-through on tasks
- Understanding and application of HCBS Guidelines

- Works well with Residents, confident, has a trustworthy respect from and for the Residents
- Job responsibilities expectation is successfully and consistently met

- Any substantiated recipient rights or licensing violations reviewed and discussed with VP of Operations and HR
- Understands On-Call Procedures:
 Medical Clinical Maintenance Home

- Knows all relevant policies and procedures and have a track record of adhering to the policies
Can go to website for clarification and/or reference
- Willing to take on additional responsibilities when requested with a smile
- Understanding of referral acknowledgment policy and demonstrates knowledge of conflict resolution process within the organization, universal precautions; infection control; HIPAA; emergency shut offs, medication administration; OTC PRN protocol; personal cell phones; assignment of residents, smoking policy; special diets; sharps, temperature logs, phone call etiquette, hand off communication
- Demonstrates understanding of the Menu and Food Tracking Process
- Understanding of CPRT Team Meetings, Root Cause Analysis and Medication Non-Compliance Intervention Processes
- Works well with other staff - consistently displays a positive attitude, communication takes direction, problem solves with peers, part of the solution/process, trust others, willingness to listen

WAGE: \$10.50 - \$11.00

Each level will have an advancement evaluation, advancement competency test addressing objective and subjective elements, and recommendation by the site supervisor. Candidate must successfully pass the competency test and evaluation. Each candidate must pass a drug test/criminal/vehicular background check. Shift changes may be required.