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## **Assistant Program Leader – Client Support Job Description**

The Assistant Program Leader – Client Support at Phyxius Inc is responsible for coordinating and managing client care to ensure a high standard of service delivery. This position involves close collaboration with care teams, families, and other professionals to meet the needs of individuals with developmental disabilities. The role combines administrative tasks, direct client interaction, and oversight of medical, financial, and daily living needs, ensuring compliance with all organizational and regulatory standards.

### **Qualifications:**

This position requires an individual with a genuine interest and demonstrated abilities in working with clients with developmental disabilities. Applicants will be evaluated based on their attitudes, skills, and aptitude for supporting individuals in this field.

- Must pass a background check.
- Must demonstrate capability to physically perform all direct care tasks.
- Must pass Therapeutic Intervention training, including all physical restraints.
- Proof of a valid driver's license with a clean driving record is required.
- Successful completion of Phyxius Inc.'s Assistant Program Leader training is mandatory.

### **Conditions of Employment:**

The first six months of employment constitute a probationary period, during which performance will be evaluated.

### **Availability:**

This full-time position requires flexibility in scheduling, including weekends, holidays, and after-hours responsibilities. The role also demands availability for overnight checks and responding to emergency situations. Employees may be required to work at multiple locations and must be willing to adapt to changing schedules.

### **Reports To:**

This position reports directly to the Program Leader, Operations Supervisors, and Directors.

### **Key Attributes for Success:**

- Compassion and empathy
- Excellent communication skills
- Experience in Direct Care
- Organizational skills
- Problem solving skills
- Familiarity with care plans and documentation
- Empathy and patience
- Attention to detail

- Flexibility
- Team oriented positive attitude

**Key Responsibilities:**

- Send bi-weekly updates to supervisors and client teams.
- Communicate regularly with families, social workers, and other care team members.
- Prepare and attend client clinicals and Annual Service Plan Meetings.
- Draft and finalize client annual reports and support plans.
- Schedule and attend team meetings, ensuring compliance with minimum annual requirements.
- Write and maintain Client Support Plans.
- Submit and review EUMRs and Incident Reports, ensuring accuracy and timeliness.
- Complete monthly data collection, documentation, and scanning.
- Create and maintain Medication Administration Records (MARs) and ensure accuracy of new medications.
- Schedule and attend client medical appointments, including annual physicals and psych visits.
- Attend important medical appointments (e.g., surgeries) and manage medical referral forms.
- Maintain compliance with all doctor appointments and follow-up care.
- Update and manage house calendars, scheduling events such as Special Olympics, Project Astride, and other activities.
- Maintain and purge documentation in Big Books as needed.
- Oversee client financials, ensuring funds remain below asset limits.
- Check client mail weekly and distribute appropriately.
- Check in with clients regularly to assess needs and provide support.
- Review house documentation (MARs, client charting, house books) during visits.
- Ensure monthly medication reviews and compliance with procedures.

**Employee Acknowledgment**

Date: 8-11-25  
Signature: 