

**POSITION DESCRIPTION****COMMUNITY SERVICES ASSOCIATE I**

Town Creek Assisted Living Facility  
Center for Rural Services  
Region Ten Community Services Board

---

CLASSIFICATION TITLE: COMMUNITY SERVICES ASSOCIATE I

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA non-exempt position. The incumbent provides services to residents who live in Town Creek Assisted Living facility and must maintain safe conditions for the consumers and provide general care and supervision. The incumbent reports to the Program Manager II and position duties require proceeding along under standard practices, referring questionable situations to the supervisor. Carrying out position duties requires analysis of facts and determining action using a wide range of procedures but within limits of standard practice. He/she is expected to perform within accordance with applicable professional ethics, state quality assurance standards, Department of Behavioral Health and Developmental Services regulations, Department of Social Services regulations as well as established Region Ten policies.

The essential functions of this job are starred below (\*) under "Major duties."

MAJOR DUTIES:

1. \*Performs direct consumer care essential to caring for personal needs and activities of daily living.
2. \*Monitors consumers at all times for any psychiatric/ behavioral and medical complications and responds according to established policy and procedures.
3. \*Maintains therapeutic relationship to achieve maximum consumer insight and self-management of illness and behaviors.
4. \*Supervises consumer participation in ALF routines and activities.
5. \*Serves as a role model for consumers.
6. \*Records progress notes on interventions and supports provided as well as consumers' responses.
7. \*During overnight shifts remains awake and on site during scheduled hours.
8. \*May assist with Laundry and light housekeeping.
9. Reports pertinent data on individuals' status to incoming staff during shift change.
10. \*Acquires and maintains valid certification in First Aid, CPR, medication administration, non-aversive behavior management to comply with state/federal residential staffing requirements.
11. \*Transport consumers as needed.
12. \*Maintain confidentiality of all consumer care and personal information.
13. Participates in staff meetings as required for consumer and program planning, staff training, and evaluation.
14. Reads all agency communication.
15. Other job related duties as assigned by the Program Manager II.

QUALIFICATIONS:

1. High School Diploma or GED Certificate.
2. Certification as Direct Care Aide required.
3. One (1) year of direct care work experience in a long-term care facility preferred.
4. In order to ensure the safe and efficient fulfillment of any travel on behalf of the board, a valid Virginia driver's license plus an acceptable driving record as issued by the Virginia Department of Motor Vehicles are required. For use of a personal vehicle to conduct Region Ten business, a certificate of valid personal automobile insurance must be provided. The incumbent must obtain First Aid training, CPR certification and medication management training. In addition, the incumbent needs to possess the following knowledge, skills, and abilities.

Knowledge of: characteristics of severe mental illness and mental illness with substance use disorder; psychosocial rehabilitation principles and techniques; counseling techniques; crisis prevention and management; skills training techniques; consumer rights; HIPAA; behavior management; procedures for preventing, diffusing and managing aggression; medication management; emergency procedures; community resources; standard ALF operating procedures, First Aid and CPR; record keeping.

Skills in: written and oral communication; monitoring resident mental status; observing medication effects; identifying alcohol/drug abuse; counseling/relating to a wide array of consumers with serious mental illness; recognizing and responding to medical emergencies; supervising/ organizing consumers; written and oral communication; crisis intervention; non-punitive techniques for managing difficult behavior; record keeping; and problem solving.

## **COMMUNITY SERVICES ASSOCIATE I**

Center for Rural Services – Town Creek Assisted Living Facility- Region Ten Community Services Board

### **Page 2**

Abilities to: make sound and safe decisions in regards to behavior management, health needs, and emergencies; perform work assignments under little or no direct supervision; analyze needs of consumer and respond appropriately; conduct community and recreational skills training programs; de-escalate and manage aggressive persons; demonstrate a positive regard for consumers and their families; maintain clear professional boundaries; work as a team member and maintain effective working relationships; form beneficial relationships with consumers; complete timely and accurate documentation; plan, organize, and manage time effectively; work flexible hours, if necessary; assist in linking consumers to planned services; maintain professional, ethical standards; maintain confidentiality, and drive defensively.

### **CLINICAL PROVIDER PERFORMANCE EVALUATION STANDARDS:**

This position is evaluated according to the Direct Care or Clinical Provider Performance Evaluation Standards.

POSITION LOCATION: Town Creek ALF  
393 Front Street  
Lovingston, VA 22949

POSITION ORGANIZATION CHART:

```
graph TD
    PM[Program Manager II] --> CSA[Community Services Associate I]
```

PAYGRADE: 4

SCHEDULE: 40 hours weekly, Flexible schedule to include some evening and weekend hours as needed.

Position Description Update: June 5, 2020

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

\_\_\_\_\_  
Signature

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

\_\_\_\_\_  
Date