



MountainCare

CARING FOR OUR WNC NEIGHBORS

ROLE DESCRIPTION

Job Title: Program Guide
Department: Adult Day Services
Reports to: Program Manager
Supervises: N/A
FLSA Status: Non-Exempt
Updated: 06/06/2021

Role Summary:

All Program Guides in Adult Day Services will be responsible for routinely facilitating group/individual participant activities, provides nutritional related support, to include, providing assistance with eating, passing out meals, and assisting with cleanup of meals.

All Program Guides will assist participants with showers/baths as scheduled weekly.

Some Program Guides may provide duties of Certified Medication Technician if they have met all training requirements and passed the State medication aide exam.

Some Program Guides may provide duties associated with transporting participants to and from the center. A valid NC Driver's License and a clear driving record are required. Program Guides providing transportation must meet certain insurance requirements as well as demonstrate safe operation of MountainCare vehicles.

Essential Accountabilities:

1. Consistently provide Person Centered Care on a daily basis

Performance Criteria:

1. Assure that participant's needs/preferences are being met through spiritual, physical, mental, purposeful and social activities.
2. Assure that participant's personal care needs are met according to his/her identified and expressed needs.
3. Assure that participant's nutritional needs/preferences are being met according to his/her identified and expressed needs.
4. Support team member's understanding of their individual and group effect on participant's experience.
5. Support participants in being as independent as possible and allowing them appropriate self-determination.
6. Utilize creativity in planning, creating and interacting with participants.

1. Coordinate environmental and supply needs with other team members in order to offer the optimum experience for the participants.

Performance Criteria:

1. Set up room/space to best accommodate each activity or event; make adjustments to set up as group size changes; rearrange room after activity/event for future use
2. Gather needed supplies to provide optimum outcomes during activities/events; put supplies away in an organized and timely manner

The following accountabilities may be reassigned:

1. Completes other duties to support departmental operations as assigned or requested.

Team Expectations

The Program Guide is expected to exhibit a positive, supportive and person-centered approach with a good attitude in all aspects of the job. They must also have good communication skills, exhibit flexibility, patience and the ability/desire to learn new skills. They will feel confident and positive about being in an environment with impaired adults. They must also have the ability to handle potentially crisis/emergency situations appropriately and effectively. They will be flexible and adaptable to necessary staffing situations at the center as needed and will assist in maintaining the appropriate participant to staff ratios. They will participate in the team process as an active team member and will direct issues or concerns about the program directly to his/her supervisor. They must also maximize productivity while maintaining high quality. They must participate in all special event days including but not limited to following designated dress code for special events.

CCORE Standards of Performance

We bring the power of **optimism**.

We strive for **excellence** in our actions.

We stand witness in **compassion** to the struggles that life can bring.

We cherish our **community** and the relationships that it provides us.

We show **respect** to all and the world we live in

Skills, Knowledge, Abilities:

Preferred Education: High School Diploma/GED

Preferred Education: College credit preferred

Required License: Medication Technician certification required if performing such associated tasks. North Carolina Drivers License and clear driving record if performing driving tasks.

Preferred License: N/A

Required Experience: N/A

Preferred Experience: Working with impaired adults and/or in the human service field.

By signing this document, the staff member agrees to access the minimum amount of protected health information needed in order to perform the job duties described in the role description above.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of staff classified in this role.

E Signature:	Date:
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