



## Resident Care Coordinator

### **Mission Statement for Rainbow Acres**

Rainbow Acres, a residential Christian community with heart, empowers persons with developmental disabilities to live to their fullest potential with dignity and purpose.

**Job Title:** Resident Care Coordinator

**Department:** Operations

**Reports to:** Director of Operations

**Status:** Exempt

**Date:** December 2025

**Summary:** The Resident Care Coordinator is responsible for the implementation of a holistic care plan for a caseload of Residents with a focus on transition and retention. Will work closely with the Admissions team, Caregivers, Health and Wellness staff, and other Care Coordinators. Will be responsible for the Continuous Quality Improvement (CQI) program in accordance with EAGLE accreditation and the standards set out by the organization. Takes initiative to address the emotional and behavioral needs of Residents. Provides case management for Residents through contact with a variety of other community service providers.

### **Minimum Professional Requirements**

- Master's degree in Social Work or in a related field such as Special Education.
- Five years' experience working with special needs adults aged 18 and older.
- The ideal candidate will also have case management experience with the ability to respond to a variety of concerns involving behavior and mental health needs of Residents.
- Demonstrated leadership and counseling skills in addition to excellent time management skills and the ability to work in a fast-paced environment.
- The Resident Care Coordinator will also possess highly effective verbal and written communication skills that enable him/her to establish and maintain effective work relationships with Residents, Families, Caregivers, other employees, volunteers and the general public.
- Ability to consistently demonstrate initiative, accept responsibility, and use good judgement in recommending win-win solutions/outcomes for Residents and the organization.
- Ability to meet all clearance requirements including but not limited to obtaining and maintaining a level one fingerprint clearance card, background check, drug screen, pre-employment physical, reference check, and vaccination requirements
- Evidence of strong Christian commitment is desirable and aligns with the values of Rainbow Acres.
- Demonstrate strong ethical standards and moral character, along with sensitivity to the needs of the Residents.
- This is a safety sensitive position.

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### **Professional Responsibilities**

- Uphold the mission and vision of Rainbow Acres to facilitate a quality Christian community at Rainbow Acres for the benefit of the Residents
- Support the overall direction of the programs and services of Rainbow Acres to create the highest quality Christian Community on the Ranch for the benefit of the Residents

### Resident Care Coordinator

- Responsible for coordinating and leading the Holistic Care Plan process (CQI) to reflect a Person-Centered Approach to planning and programming
  - Create necessary documentation for the care plan process
  - Serves as the leader in CQI meetings
  - Gathers and assimilates information from a variety of sources prior to the care plan meeting
  - Keeps accurate records of meetings and reviews and updates Resident care plans on a quarterly basis
  - Incorporates Resident and family wishes into the plan to reflect a Person-Centered approach to Resident goals
  - Writes the care plan and distributes it to the appropriate parties
  - Assists in the follow through of care plan goals pertaining to Academy and Caregiving staff
  - Coordinates with the Programs Manager by sharing Resident and family input in the development of new programs for Residents
- Responsible for assisting Caregivers in the following ways
  - Encourages and supports caregiving staff in meeting the care needs and goals of Residents
  - Assists in training and in providing conflict resolution to caregivers when dealing with Resident concerns
  - Assists Caregivers in handling challenging behavioral and emotional needs of Residents
- Responsible for assisting Residents with their emotional wellness
  - Meets with Residents individually and in groups for the purpose of advocacy and to help resolve conflicts in support of their emotional wellness
  - Makes referrals and communicates and collaborates regularly with community therapists for the benefit of Residents
  - Assists and challenges Residents to follow through on skills learned and therapy goals
  - Gathers information for and attends Psychiatry appointments when needed
  - Develops Crisis and Safety Plans for Residents when needed
  - Investigates, reports and follows through regarding major mental health/emotional/behavioral incidents on the ranch
- Responsible for helping to address any Resident maladaptive behavior
  - Develops behavior/reward programs and tracking systems
  - Trains Caregivers in the implementation and follow-through of behavior/reward programs and data tracking systems
  - Helps deliver rewards for Residents
  - Develops tools used with Residents: coping skills, social stories, charts, visuals
  - Refers to and coordinates with 3<sup>rd</sup> party services for behavior support
- Case Management
  - Provides referrals to and coordinates with the following 3<sup>rd</sup> parties: Fiduciaries, Ombudsman, Adult Protective Services, law enforcement, courts, Vocational Rehabilitation, and Behavior Specialists
- In-House Communication
  - Participates in the Admissions review and interview process
  - Serves on the Moves Management Team for Resident assignments to houses



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- Responsible for leading the discharge plan for non-medical situations, working with the support of the Director of Operations.
- Coordinates with the Programs Manager in the development of classes/activities that are related to Resident identified needs and wishes
- Coordinates with the Admissions Counselor to help transition new Residents to caseloads of the Resident Care Coordinators
- Maintains good communication with H&W and the Academy regarding the care plan goals and activities of daily living
- Maintains good communication while providing excellent customer service to parents and guardians regarding Resident successes or areas of concern
- Promotes and perpetuates a professional attitude by working as a collaborative member of the management team and representing Rainbow Acres in a positive and professional manner at all times
- Other Responsibilities
  - Participates in the transitioning of new staff
  - Performs staff training as requested
  - Participates in developing new programs as requested
  - Under the direction of the Director of Operations prepares and presents quarterly reports for the Board of Trustees
  - Other duties as assigned by the Director of Operations or the President/CEO

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to stand; walk; have great dexterity of hands and arms; stoop; kneel; and talk; or hear. The employee is required to sit for long periods of time. The employee may be required lift and/or move more than 25 pounds. The employee must be able to navigate the Ranch moving from smooth surfaces to rocky or uneven terrain.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc.