

FACILITY CARE

Broad Occupational Category - 76

DUTIES AND RESPONSIBILITIES

- *Conduct active treatment activities for skill development, vocational, recreational, and community integration.*
- *Observe, record, and report individual behaviors and progress to include maintenance of accurate client records, charts, and progress notes.*
- *Develop, implement, and supervise active treatment programs or behavior support programs.*
- *Ensure services meet federal, state, and Medicaid/Title XIX standards. Complete reports for surveys, audits, and regulatory compliance.*
- *Provide personal care (feeding, toileting, dressing, repositioning).*
- *Implement Individual Program Plans (IPPs) and Behavior Support Plans (BSPs).*
- *Administer medications and treatments according to prescribed procedures.*
- *Monitor physical, emotional, and behavioral status of individuals.*
- *Maintain adequate staffing levels per contract and service requirements.*
- *Document incidents, accidents, and abuse/neglect allegations, including debriefing staff and team members following critical incidents.*
- *Promote skill development and learning opportunities aligned with IPPs.*
- *Monitor security measures for high-risk individuals.*
- *Maintain consistency of habilitation services with IPP/BSP goals.*
- *Identify triggers, analyze behavioral trends, and recommend plan modifications.*
- *Plan, assign, and evaluate work and competency of direct care staff, including coaching and mentoring.*

NEBRASKA

Good Life. Great Service.

COMPETENCIES

- **Compassion:** Genuinely cares about people; is concerned about their work and non-work problems; is available and ready to help; is sympathetic to the plight of others not as fortunate; demonstrates real empathy with the joys and pains of others.
- **Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
- **Peer Relationships:** Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.
- **Action Oriented:** Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
- **Ethics and Values:** Adheres to an appropriate (for the setting) and effective set of core values and beliefs during both good and bad times; acts in line with those values; rewards the right values and disapproves of others; practices what he/she preaches.
- **Integrity and Trust:** Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Motivating Others:** Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's hot button and use it to get the best out of him/her; pushes tasks and decisions down; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
- **Patience:** Is tolerant with people and processes; listens and checks before acting; tries to understand the people and the data before making judgments and acting; waits for others to catch up before acting; sensitive to due process and proper pacing; follows established process.

- **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; gets more done in less time than others; can attend to a broader range of activities.
- **Understanding Others:** Understands why groups do what they do; picks up the sense of the group in terms of positions, intentions, and needs; what they value and how to motivate them; can predict what groups will do across different situations.
- **Dealing With Ambiguity:** Can effectively cope with change; can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.
- **Approachability:** Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.
- **Conflict Management:** Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise.
- **Personal Learning:** Picks up on the need to change personal, interpersonal, and managerial behavior quickly; watches others for their reactions to his/her attempts to influence and perform, and adjusts; seeks feedback; is sensitive to changing personal demands and requirements and changes accordingly.
- **Planning:** Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results.

SMART Goal Prompting Questions

Conduct active treatment activities for skill development, vocational, recreational, and community integration

- What actions could you take to improve the consistency, effectiveness, or individualization of active treatment activities?
- How will you measure success, such as increased skill acquisition, greater participation, improved independence, or progress toward individual goals?
- What teaching strategies, activities, community resources, or adaptive tools could strengthen active treatment?
- How does effective active treatment support individual independence, quality of life, and community participation?
- By what date or review cycle will you aim to improve a specific active treatment practice?

Observe, record, and report individual behaviors and progress, including maintaining accurate client records, charts, and progress notes

- What strategies could you use to improve the accuracy, completeness, and timeliness of observations and progress documentation?
- How will you measure success, such as reducing documentation errors, increasing timely entries, or improving the usefulness of progress notes?
- What documentation standards, checklists, electronic tools, or quality reviews could strengthen recordkeeping?
- How does accurate documentation support continuity of care, treatment decisions, regulatory compliance, and individual outcomes?
- By what date or documentation cycle will you aim to improve client recordkeeping practices?

Develop, implement, and supervise active treatment programs or behavior support programs

- What actions could you take to improve the development, implementation, or oversight of active treatment and behavior support programs?
- How will you measure success, such as improved progress toward goals, increased program participation, reduced challenging behaviors, or stronger staff implementation?
- What assessment tools, data-tracking methods, staff feedback, or program-review processes could strengthen program effectiveness?
- How do well-designed and consistently implemented programs support individual growth, safety, and quality of life?

- By what date or program-review cycle will you aim to improve a specific treatment or behavior support program?

Ensure services meet federal, state, and Medicaid/Title XIX standards; complete reports for surveys, audits, and regulatory compliance

- What strategies could you use to strengthen compliance with applicable federal, state, and Medicaid/Title XIX requirements?
- How will you measure success, such as reducing audit findings, improving survey results, completing reports on time, or reducing documentation deficiencies?
- What compliance checklists, internal audits, training, monitoring tools, or reporting procedures could strengthen regulatory readiness?
- How does consistent compliance support quality services, individual safety, program accountability, and continued funding?
- By what date or survey/audit cycle will you aim to improve a specific compliance practice?

Provide personal care (feeding, toileting, dressing, repositioning)

- What steps could you take to improve the consistency, dignity, safety, and individualization of personal care services?
- How will you measure success, such as reducing care-related incidents, improving adherence to care procedures, or increasing individual satisfaction and independence?
- What training, adaptive equipment, care procedures, or competency checks could strengthen personal care practices?
- How does high-quality personal care support health, dignity, safety, and quality of life?
- By what date or competency-review cycle will you aim to improve a specific personal care practice?

Implement Individual Program Plans (IPPs) and Behavior Support Plans (BSPs)

- What actions could you take to improve consistent implementation of IPPs and BSPs by staff?
- How will you measure success, such as increased staff adherence, improved progress toward goals, reduced behavioral incidents, or fewer implementation deficiencies?
- What staff training, visual supports, monitoring tools, or plan-review processes could strengthen implementation?
- How does consistent implementation ensure services are aligned with individual needs and established goals?

- By what date or plan-review cycle will you aim to improve IPP/BSP implementation?

Administer medications and treatments according to prescribed procedures

- What strategies could you use to improve the accuracy, safety, and consistency of medication and treatment administration?
- How will you measure success, such as reducing medication errors, improving documentation accuracy, or achieving full compliance with required procedures?
- What training, competency assessments, medication-administration checks, or documentation tools could strengthen this responsibility?
- How does accurate medication and treatment administration support individual health, safety, and regulatory compliance?
- By what date or competency-review cycle will you aim to improve medication and treatment administration practices?

Monitor physical, emotional, and behavioral status of individuals

- What steps could you take to improve the consistency and effectiveness of monitoring individuals' physical, emotional, and behavioral status?
- How will you measure success, such as identifying changes earlier, improving documentation, reducing preventable incidents, or increasing timely referrals?
- What observation tools, monitoring schedules, communication procedures, or staff training could strengthen monitoring?
- How does effective monitoring support early intervention, safety, health, and quality of life?
- By what date or review cycle will you aim to improve individual monitoring practices?

Maintain adequate staffing levels per contract and service requirements

- What actions could you take to improve staffing coverage and ensure staffing levels consistently meet contractual and service requirements?
- How will you measure success, such as reducing staffing shortages, increasing schedule coverage, reducing overtime, or maintaining required staffing ratios?
- What scheduling tools, staffing forecasts, cross-training, or contingency plans could strengthen staffing management?
- How does adequate staffing support individual safety, quality services, and compliance with contractual requirements?
- By what date or scheduling cycle will you aim to improve staffing coverage?

Document incidents, accidents, and abuse/neglect allegations, including debriefing staff and team members following critical incidents

- What strategies could you use to improve the timeliness, accuracy, completeness, and follow-up of incident documentation?
- How will you measure success, such as reducing reporting errors, improving timely submission, identifying trends, or completing required debriefings consistently?
- What reporting procedures, checklists, training, debriefing protocols, or incident-tracking tools could strengthen the process?
- How does thorough incident reporting and follow-up support individual safety, accountability, prevention, and regulatory compliance?
- By what date or review cycle will you aim to improve incident reporting and post-incident follow-up?

Promote skill development and learning opportunities aligned with IPPs

- What actions could you take to increase meaningful opportunities for individuals to develop skills identified in their IPPs?
- How will you measure success, such as increased skill acquisition, greater independence, improved participation, or achievement of specific IPP objectives?
- What teaching strategies, activities, community experiences, adaptive tools, or reinforcement techniques could strengthen learning opportunities?
- How does aligning daily activities with IPP goals support individual growth and independence?
- By what date or IPP review cycle will you aim to improve opportunities for skill development?

Monitor security measures for high-risk individuals

- What strategies could you use to improve the consistency and effectiveness of security measures for individuals who present increased safety risks?
- How will you measure success, such as reducing incidents, improving compliance with safety protocols, or identifying risks earlier?
- What monitoring procedures, environmental safeguards, communication protocols, or staff training could strengthen security?
- How does effective security monitoring balance individual safety, appropriate supervision, and quality of life?
- By what date or safety-review cycle will you aim to improve security practices?

Maintain consistency of habilitation services with IPP/BSP goals

- What actions could you take to ensure habilitation services consistently reflect the goals and strategies identified in IPPs and BSPs?
- How will you measure success, such as increasing staff adherence to plans, reducing inconsistencies, or improving progress toward individual goals?
- What plan-review processes, staff coaching, documentation tools, or quality checks could strengthen consistency?
- How does consistent implementation support continuity of services and meaningful individual progress?
- By what date or plan-review cycle will you aim to improve alignment between services and IPP/BSP goals?

Identify triggers, analyze behavioral trends, and recommend plan modifications

- What strategies could you use to improve identification of behavioral triggers and analysis of trends over time?
- How will you measure success, such as identifying triggers earlier, reducing behavioral incidents, improving data quality, or making more timely plan recommendations?
- What behavior-tracking tools, data-analysis methods, team consultations, or observation techniques could strengthen your analysis?
- How does identifying behavioral patterns support proactive interventions and more effective individualized plans?
- By what date or review cycle will you aim to identify and address a specific behavioral trend or recurring trigger?

Plan, assign, and evaluate work and competency of direct care staff, including coaching and mentoring

- What actions could you take to improve the assignment, supervision, evaluation, coaching, and development of direct care staff?
- How will you measure success, such as improved staff competency, increased completion of required training, reduced performance issues, or improved consistency of service delivery?
- What competency assessments, coaching methods, performance feedback, mentoring strategies, or workload-management tools could strengthen staff development?
- How does effective staff supervision and development support quality care, regulatory compliance, and individual outcomes?
- By what date or performance-review cycle will you aim to improve staff competency or development practices?