



Residential Directors Professional Development Group Core Competencies

A. The Residential Director understands the role of caregiver in the milieu and demonstrates the capacity to manage the administrative responsibilities of the role.

1. Hiring process
 - 1..Interviewing, orientation and training (organizational mission, history and culture)
 - a) Criminal Offender Record Information (CORI) and fingerprinting
 - b) Staff development and discipline
 - c) Staff retention
 - d) Performance reviews
2. Leadership skills, supervision and development of staff
 1. Conflict resolution/mediation skills
 2. Team building/team work skills
 3. Transference and countertransference
 4. De-escalation techniques and restraint reduction
 5. Teaching, mentoring skills-specifically for educating new staff

B. The Residential Director knows and maintains compliance with all local, state and federal laws, regulations and mandates governing the program.

1. Department of Elementary and Secondary Education (DESE), Department of Early Education and Care (EEC), Department of Children and Families (DCF), Caring Together Initiative, Department of Mental Health (DMH), Caring Together Initiative, Department of Developmental Disabilities (DDS), Department of Public Health (DPH), Massachusetts Rehabilitation Commission (Mass Rehab)
 1. Managing the regulations
 - a. Complying with the regulations
 - b. Preparing for a site visit
 2. Medication/health care trainings and regulations
 3. How to maintain an ADA compliant residence
 4. How child placement works
 5. Human rights
 6. How to work with the court system to assure the child receives the necessary care
 7. Bullying prevention plan
2. State and local fire, health and safety regulations and inspections,
 - a. milieu upkeep and maintenance
 - b. food safety

c. Building security, safety sweeps

3. Transportation safety

C. The Residential Director understands how programs function and manages accordingly.

1. Organizational Development
 - a) How to integrate the residential, school and clinical departments and maintain consistency in programming
 - b) Planning for new programs for changing populations
 - c) How to accurately and responsibly represent your organization
2. Quality Assurance
 - a) How to avoid performance drift among shifts and departments
 - b) Knowing the goals and responsibilities of Quality Assurance
3. Budgeting and/or Accounting
 - a) Annual planning
 - b) Appropriate spending and accountability
 - c) Managing Full Time Equivalents (FTEs), overtime
 - d) Managing petty cash, student allowances, clothing allotments, Social security Income (SSI), Personal Needs Allowances (PNA)
4. Time Management
 - a) How to allocate your time and energy effectively
 - b) Planning for the unexpected
 - c) Knowing what and how to delegate and follow-up
 - d) Maintaining the routine
 - e) Knowing what works, and what is effective
 - f) Knowing what technologies can help you to manage your time more effectively
5. Evidence Based Practices
 - a) What data is available
 - b) How to use the available data
 - c) Maintaining fidelity to the program/practice
6. Integrating technology into the milieu
 - a) Data collection resources (incident reports)
 - b) Assistive technology
 - c) Social media, Bring Your Own Device (BYOD) policies
 - d) Data protection
7. Self care skills
 - a) Staying healthy

D. The Residential Director understands the importance of the milieu for providing services to children and youth who must live away from home.

1. Working with families
 - a) Communicating with families (ESL accommodations)
 - b) Organizing family day, family newsletter
 - c) Managing Parent Advisory Committee
2. Community activities
 - a) Knowing what is happening in the community
 - b) Assuring students are safe in the community
 - c) Normalizing activities for appropriate populations

3. Wrap around services, Acute care, hospitalizations, transition options
4. Trauma informed care, awareness of practice and fidelity to the model
5. What are the current trends in clinical practice
6. Bullying prevention, updating anti-bullying plan and monitoring data collection and submission

E. The Residential Director communicates effectively with other departments internally and with external partners.

1. Communicating with the clinical department to foster a more dynamic team
2. Communication with the education department or the public school attended by residents
3. Communication with community partners, eg. police, licensing agencies

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