



Department of Transformation and Shared Services

Governor Asa Hutchinson

Secretary Amy Fecher

Director Kay Barnhill

August 17, 2021

The Honorable David Wallace, Co-Chairperson
The Honorable David Hillman, Co-Chairperson
Uniform Personnel Classification and
Compensation Plan Subcommittee
Arkansas Legislative Council
State Capitol Building, Room 315
Little Rock, Arkansas 72201

Dear Senator Wallace and Representative Hillman:

The Office of Personnel Management (OPM) submits a request from the Department of Human Services for your review.

The Department of Human Services is requesting the establishment of one (1) new classification. The new classification requested is listed below:

CLASSIFICATION REQUESTED

<u>TITLE</u>	<u>CLASS CODE</u>	<u>GRADE</u>	<u>SALARY RANGE</u>
Residential Care Shift Manager	NEW	GS06	\$36,155 - \$52,424

JUSTIFICATION

The Department of Human Services is requesting the establishment of the above Residential Care Shift Manager classification to direct operations performed by direct care staff in a state-operated facility. The department is requesting the establishment of the classification only, without any additional positions. If approved, it is the intention of the department to crossgrade existing positions to this classification. The Residential Care Shift Manager will be responsible for directing subordinate direct care staff performing daily operations within a facility. Typical functions of this classification include administering and evaluating project assignments, providing direct care services to clients where and when needed during shifts, conducting investigations of complaints and allegations of abuse or neglect, monitoring material and equipment needs of direct care staff and clients, and representing the agency at community meetings, hearings, and seminars.

The Honorable David Wallace, Co-Chairperson
The Honorable David Hillman, Co-Chairperson
August 17, 2021
Page 2.

RECOMMENDATION

The Office of Personnel Management has reviewed this request from the Department of Human Services and recommends approval of one new classification entitled Residential Care Shift Manager pay grade GS06.
Your approval of this request is greatly appreciated.

Sincerely,



Kay Barnhill, Director
Office of Personnel Management



Secretary, Transformation & Shared Services

08/05/2021

Date

KB/vp:1-2



Residential Care Shift Manager

Class Code: TBD Grade: GS06

FLSA Status: NE

Date: 08/20/2021

STATE OF ARKANSAS JOB DESCRIPTION

SUMMARY:

The Residential Care Shift Manager is responsible for directing the operations of direct care staff in a state-operated facility. This position is governed by state and federal laws and agency policy.

TYPICAL FUNCTIONS:

Provides administrative direction to subordinate direct care staff by administering and evaluating project assignments, providing interpretation of laws and policies in the absence of precedents to resolve issues, and ensuring the health, safety, and welfare of clients are maintained at all times in compliance with state and federal regulations.

Provides direct care services to clients where and when needed during shifts.

Trains and monitors direct care staff on de-escalation, trigger identification, and restraint minimization techniques.

Conducts investigations of complaints and allegations of abuse and/or neglect, review center administrative problems, and prepares report of action recommended to superintendent.

Monitors material and equipment needs of direct care staff and clients to contribute to the formulation and justification of budgetary requests.

Represents the agency at community and group meetings, hearings and seminars.

Provides technical assistance to support staff and parents regarding agency operations and programs.

Performs other duties as assigned.

KNOWLEDGE, ABILITIES, AND SKILLS:

Knowledge of state and federal laws and regulations governing long-term care facilities.

Knowledge of the principles and practices of human resources management.

Knowledge of supervisory practices and procedures.

Ability to train direct care staff on state and federal laws and regulations governing related long-term care facilities and the use of de-escalation, trigger identification, and restraint minimization techniques.

Ability to assess effectiveness of programs and direct care services and recommend remedial action.

Ability to interpret and conduct on-site inspections to determine compliance with applicable state and federal laws, rules, regulations, and guidelines.

Ability to research and review information and submit findings in written and verbal reports.

MINIMUM EDUCATION AND/OR EXPERIENCE:

The formal education equivalent of a diploma from an approved Certified Nursing Assistant program; plus three years of experience providing direct care to patients in a facility, home, or private services organization, including one year in a supervisory capacity.

Additional requirements determined by the agency for recruiting purposes require review and approval by the Office of Personnel Management.

OTHER JOB RELATED EDUCATION AND/OR EXPERIENCE MAY BE SUBSTITUTED FOR ALL OR PART OF THESE BASIC REQUIREMENTS, EXCEPT FOR CERTIFICATION OR LICENSURE REQUIREMENTS, UPON APPROVAL OF THE QUALIFICATIONS REVIEW COMMITTEE.