

# **HUMAN RESOURCES UNLIMITED, INC**

116 MARKET STREET @ MAGNOLIA COMMONS  
NEW BERN, NORTH CAROLINA 28560-6704

MEMBER OF: THE ARC  
CARF Accredited

TELEPHONE: 1.252.635.1232  
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## **NC INNOVATIONS/ STATE/ MEDICAID SERVICES**

### **Mentor Job Description and Guide**

As a Mentor you will work with the Consumer in their home; at their work site, or in their community to assist the Consumer in becoming more independent (ie. money management skills, purchasing personal items, interacting in a social environment). You will need to be creative in designing the time that you spend with the Consumer. Once you learn the preference of the Consumer (by your individual interaction with the Consumer, the advice of the family and Human Resources Unlimited staff) you will be able to build an activity base that will be informative and recreational. You are at all times to encourage, by direction and example, the Consumer to participate in the activities that will help redirect and improve the Consumer's skills and life.

#### **Primary Purpose of Position:**

Community-based support activities that are solely based on the Consumer's goal and objectives as outlined within the Habilitation Plan. The name of the service or program may vary; the support strategy remains the same. Typically the program will be one of the following or a combination NC Innovations I/DD, or Contract Mentor Services whether Professional or Para-professional.

#### **Work Schedule:**

This position is expected to be flexible to meet the demands, needs and situation of the Consumer/Family.

#### **Description of Responsibilities and Duties:**

The Mentor consults with the Director regularly to design the individual or group activity that is needed by the Consumer, as related to the Habilitation Plan and develops the needed behavioral interventions, skill building, educational training and assistance needed for the Consumer to function successfully to the greatest degree possible within their family and community.

This position is expected to provide training and assistance with activities of daily (ie. bathing, dressing, maintenance of a suitable wardrobe, appearance, personal hygiene). With instrumental activities of daily living not limited to meal preparation, shopping, laundry, transportation, resource, management/responsibility of and care of residence, surroundings and personal effects.

This position is expected to promote and assist in the development of appropriate behavioral self control by providing monitoring, support and accompaniment of the Consumer in regular community activities or in specialized services, not limited to recreational, educational, vocational, legal, financial or needed medical services.

This position is further expected to assist, role model, provide appropriate interventions and training in the development/enhancement of interpersonal skills and relations within the family,

peers, co-workers, neighbors, professional and the community at large and in a variety of settings.

This position is expected to assist and provide residents with social and recreational opportunities/contacts in the community and encourage natural supports, providing needed behavioral interventions as appropriate.

This position assists and provides the skills to the Consumer/Family in becoming responsible for handling, managing, saving, and spending of the Consumer's income. Assists and assures housing/basic necessity bills are paid monthly.

Mentors may be required to quickly and informally assess a behavioral situation and implement a variety of behavioral interventions or coping techniques to divert or resolve a crisis situation.

This position is expected to monitor Consumer's progress with the provided services: inform the Director, Consumer, appropriate team members of the same and as needed, requires additional service coordination or redirection of the case manager as needed.

This position is expected during the course of service delivery to encourage, redirect and support Consumer as needed, modifying planned activity based on Consumer needs, condition and situation.

Mentor usually functions independently, but under supervision of the Director, according to established procedures, providing direct consumer care and direct contact with other care providers, professional disciplines and community resources. Mentor must be able to effectively problem solve situations independently; manage time and resources effectively and provide quality services independently.

Mentor participates in the formal Habilitation Plan Team Meeting and assists Consumer and interdisciplinary team in developing Consumer's goals and objectives, based on strengths, needs, preferences and ability at least annually or as needed.

Mentor participates in individual and group supervision, case staffing, team meetings, both Consumer related and administrative, required training, workshops and internal committees as needed/required.

All Consumer-related activity will be provided face-to-face with the Consumer or caregiver that has a legitimate role in addressing the needs of the Consumer, can be provided in any appropriate location and under the clear direction of the service plan.

The mentor will advocate on behalf of the Consumer as needed to ensure that Consumer's rights and those around the Consumer/Family are not violated.

The mentor will from time-to-time be required to have contact with the public community, agencies, professionals and others and is expected to adhere to professional ethics and boundaries.

The mentor is expected to perform "other duties" which from time-to-time may be assigned.

### **Other Position Responsibilities**

#### **Accuracy Required in Work:**

Must be accurate, specific in documentation provision, must be accurate in skills, techniques of intervention during the course of service delivery, Must be accountable to quality of service provision.

**Consequence of Error:**

May result in quality of service to a Consumer that is inconsistent with the Mission of the agency. May result in the loss of Consumer's self-confidence and endanger the habilitation or rehabilitation of the Consumer. May result in serious financial jeopardy to this agency.

**Instructions Provided to Mentor:**

Verbal and written instructions are provided to the mentor in the corresponding service protocol manuals, policy and procedure manual and other manuals deemed appropriate for the mentor to perform job duties and responsibilities. After learning job duties, most task will be carried out independently with some supervision as arranged and needed. Position is responsible for implementing the total quality assurance plan on a daily basis and other duties that may be assigned from time-to-time.

**Guides, Regulations, Policies and Reference Used by Mentor:**

All duties shall be performed within the confines of local policy and procedures, quality assurance plan and State and Federal Standards, Laws and Regulations.

**Supervision Received by Mentor:**

Mentor is expected to be capable of working with a minimum of supervision on a day-to-day basis. A great degree of skill and capability is necessary to function with relative independence to accomplish position responsibilities. External through customer satisfaction, State and Federal Standards, Laws and Regulations.

**Variety and Purpose of Personal Contacts:**

Frequent and regular contact with Consumers and their families or significant others, case manager, professional, medical and management staff within this organization and within other agencies, groups and organizations with community and outside the community including the region and state.

**Physical Effort:**

Varies. Dependent on the individual circumstances of the Consumer demands the type of service to be provided. Physical intervention of exertion is possible considering individual to be served; however, is the exception rather than the rule. This position does require the service to Consumer be provided in the natural environment/setting (ie. home, street, community, day/work place, agencies, etc.

**Work Environment and Conditions:**

Due to the nature of the job, there is the remote possibility of blood borne pathogen exposure. Hepatitis B refusal form is required in compliance with OSHA regulations. Protective measures are used when the possibility of exposure to bodily fluids is present. The mentor may find the environment to at times be less than desirable and may have to use sound judgment as to issues of safety for self and Consumer. Otherwise, minimal hazards are anticipated.

**Machine, Equipment and Material Used:**

Administrative - computer, calculator and copier. Service delivery - not limited to normal household equipment such as oven, stove, vacuum cleaner, washers, dryers and other common items; other equipment available within the community that most individuals are familiar with. A valid North Carolina driver's license and reliable vehicle are required to fulfill the duties of this position.

**Visual Attention, Mental Concentration and Manipulative Skills:**

Superior skills in these areas are required.

**Safety for Others:**

Responsible for ensuring safe working conditions for Consumer during the time of service delivery. This position requires alertness and flexibility as well as excellent judgment and common sense.

**Dynamics of Work:**

Technical, demanding, complex and multi-faceted high-degree of organization, flexibility and tact.

**Knowledge, Skills, Training and Experience Requirement:**

Knowledge of principles, methods and techniques of efficient organization, time management, daily life skills and personal management, including public relations and budgeting. General knowledge of social medical and economic factors of community services. Ability to plan, coordinate and implement skill building and training. Ability to interpret and effectively problem solve Consumer issues and situations within the framework of limited Consumer resources, preferences, abilities and challenges. Ability to establish and maintain effective working relationships assigned Consumers, their families, natural support systems, agency personnel, community agencies and the general public.

**Required Minimum Training:**

High school graduate (or equivalency) or higher for Para-professionals and bachelors (4 year) degree for professionals with at least one year experience preferred working with population served. This requirement may be increased or decreased depending on the type of service offered and the population served.

**Certifications Required:**

Valid Driver's License and Criminal Records Check(NCNAR, CC<DMV, and OIG), CPR and First Aid Certificates, MAR-Blood Borne Pathogens and Seizure Management, NCI, TB written test, Innovations Core Competencies(if applicable), Documentation Training.

**Mentors Certification:**

I certify that I have reviewed this position description and that it is a complete and accurate description of my responsibilities and duties. I have been given the opportunity to ask any questions or for clarification related to this description.

\_\_\_\_\_  
DSP's Name and Signature

\_\_\_\_\_  
Date

**Agency Directors Certification:**

I certify that the above position description is an accurate account of the duties and responsibilities to the position of Mentor.

\_\_\_\_\_  
HRU Representative

\_\_\_\_\_  
Date

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### Acknowledgment of Consumer Rights

As a person, each consumer has specific human and legal rights as granted in the Constitution of the United States, which will be followed and respected daily by all Human Resources Unlimited, Inc. hereinafter, "HRU, Inc") staff.

The following is a brief outline, further information/explanations can be located in APSM 95-2, client Rights in the community MH/DD/SAS:

- A. The right to privacy;
- B. The right receive unopened mail and make phone calls;
- C. The right to be treated as an individual with feelings, emotions and preferences;
- D. The right to be involved in decisions with concerns you;
- E. The rights to productive work, including opportunities for trainings;
- F. The rights to maintain personal earnings and possessions and decided how to spend their money;
- G. The rights to be protected from abuse, exploitation and any other unfair treatment;
- H. The rights to education and trainings to assist in acquiring skills;
- I. The rights to participate in all aspects of community life;
- J. The right to live with other people their own age in a home environment;
- K. The right to proper treatment, medical care, dental care or any other specialized medical/health needs;
- L. The rights to participate in their own religious beliefs.

All staff of Human Resources Unlimited, Inc. is required to adhere to all consumer rights.

Furthermore, as an employee of Human Resources Unlimited, Inc., I state that I will do all within my understanding and ability and by the direction that I may receive from Human Resources Unlimited, Inc., management and staff assures the rights of the consumer. Additionally, the consumer and/or their legally responsible person has the right to contact the Disability Rights North Carolina, the statewide agency designated under Federal and State law to protect and advocate the rights of persons with disabilities. Their contact number is (919) 856-2195 or (877) 235-4210. [www.disabilityrightsncc.org](http://www.disabilityrightsncc.org)

\_\_\_\_\_  
DSP Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HRU Representative

\_\_\_\_\_  
Date

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## Assurance of Confidentiality of Consumer Information

The un-authorization release of confidential Consumer information to a third party is a *breach of confidentiality*. A verbal contract is established between the Consumer and the health care provider when the Consumer asks a provider to perform services. No consumer expects their personal information to be released to a third party without their express permission:

1. Confidentiality may be breached when a Mentor releases information to a person who has no demonstrable legal fee to receive this information. Persons in this category may be spouses, friends, relatives, other consumers or colleagues. This does not mean you cannot share case studies with others in the medical field. Do not mention the Consumer's name needlessly discuss the Consumers at any time and talk about Consumer's outside the office or talk about consumers within earshot of other consumers. *This could cause a lawsuit and the loss of your job and civil penalties!*
2. Remember that the rules on confidentiality apply to talking on the telephone. Never give information over the telephone or in person until you have verified that the party making the request is entitled to the information. Never assume that a Consumer has signed a release form and do not give into any pressure to breach confidentiality. Insist that a written authorization signed by the consumer is sent to verify consumer signature.
3. Be very careful when using the fax machine to send Consumer information. Only do so when there is an urgent need for the record and no time to use the postal service. Each transmission of sensitive material must have a cover sheet which includes the name and phone number of the person to receive the transmission, the name and phone number of your office, the number of pages being sent, and a confidentiality notice which indicates the material is confidential.

I further understand that Federal Rules prohibit me from making any further disclosure of this information unless further disclosure is expressly permitted by the written consent of the person to whom it pertains or as otherwise permitted by 42CFR, Part 2. I have read and understand the Confidentiality Rules (APSM-45-1) of the Division of Mental Health, 10A NCAC 26B and GS 122c-52.

In connection with my duties and activities with HRU, Inc. I agree to hold all information I may have access to about consumer, potential consumers and former consumers confidential and will not divulge any information to unauthorized persons. I understand that the divulging of confidential information to unauthorized persons will make me subject to civil suit for the collection of monetary damages, suspension or dismissal and prosecution (NCGS 122c-52(e)).

\_\_\_\_\_  
Direct Support Professional, DSP

\_\_\_\_\_  
Date

\_\_\_\_\_  
HRU Representative

\_\_\_\_\_  
Date



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### **ABUSE AND NEGLECT BY EMPLOYEES**

1. Neither HRU employees nor its contractors will abuse or neglect any consumer.
2. All employees will comply with State laws governing the reporting of suspected abuse or neglect.
3. Any employees of HRU that suspect anyone else of abusing or neglecting any consumer will report their suspicions to the local DSS.
4. Any employee under investigation of suspected abuse or neglect of a consumer will be temporarily suspended from work duties until the disciplinary action can be taken for substantiated abuse or neglect of consumers and that corrective actions as deemed necessary is taken to prevent further abuse or neglect of consumers.
5. Any employee accused of abusing, mistreating, neglecting or stealing from a consumer will be temporarily suspended from work duties pending investigation of accusations. Additionally, a report of such accusation will be made to the local DSS.
6. Employees shall protect consumers from harm, abuse, neglect and exploitation in accordance with GS 122C-66.
7. Employees shall not subject a consumer to any sort of abuse or neglect, as defined in 10A NCAC 27C.0101.
8. Goods or services shall not be sold to or purchased from a consumer.
9. No physical hold or restraints are allowed; however, should the mentor fear for their life or believe that they are in immediate danger or serious bodily injury, only the amount of force which is necessary to escape the consumer is allowed. Law enforcement personnel shall be called in all situations where the consumer is displaying aggressive behavior towards persons or property.
10. Any violations of the policies are grounds for termination.

\_\_\_\_\_  
Direct Support Professional (DSP)

\_\_\_\_\_  
Date

\_\_\_\_\_  
HRU Representative

\_\_\_\_\_  
Date

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## SUSPECTED ABUSE OR NEGLECT OF CONSUMERS

**Purpose:** The purpose of this procedure is to comply with State Laws Governing the reporting of suspected abuse and neglect and to establish action to be taken should a Innovations/PA Mentor of Human Resources Unlimited, Inc. be suspected of abuse or neglected of a consumer.

**Procedure:** It is the procedure of HRU, Inc, that all Innovations/PA Mentors comply with the State Laws Governing the reporting of suspected abuse or neglect. It is also the procedure that any Innovations/PA Mentor under investigation of suspected abuse and neglect of a consumer be temporarily suspended from work duties until the disciplinary action be taken for sustained abuse and neglect of consumers.

### **Responsibility:**

- Any Innovations/PA Mentor who becomes aware of suspected abuse or neglect of a consumer by another Innovations/PA Mentor is immediately to report this to the director and by mutual consent, report this information to the local Department of Social Services (DSS)
- The alleged information s to be documented in a written summary, signed and submitted to the Director within 24 hours;
- Should the local DSS accept the report as possible abuse or neglect and decide to investigate, the Innovations/PA Mentor who is the alleged perpetrator will immediately be temporarily suspended without pay from work duties until the investigation is completed;
- Should DSS investigate and not substantiate abuse or neglect, the HRU Innovations/PA mentor will be reimbursed for any back pay they would otherwise be scheduled to earn;
- Should the DSS investigation substantiate abuse or neglect, the Innovations/PA Mentor will be subject to disciplinary action;
- Should abuse and neglect and substantiated , the Supervisor where the Innovations/PA Mentor is assigned will be responsible to write a plan and take any necessary corrective action in consultation with HRU administration and the local DSS to prevent any further abuse or neglect. A copy of the written corrective plan should be forwarded to DSS, the Area Program from where the consumer has been placed and the HRU administrative office.

**Effective:** This policy of Suspected Abuse and Neglect of Consumers has been explained to me and I do understand the policy.

\_\_\_\_\_  
Direct Support Professional Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
HRU Representative

\_\_\_\_\_  
Date



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### **ACKNOWLEDGEMENT OF RECEIPT OF NOPP**

I hereby acknowledge that HRU has provided me with a copy of the NOPP.  
I further acknowledge that I have been afforded an opportunity to read the  
Handout and have had any questions answered.

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Employee Printed Name

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Employee Signature / Date

---

HRU Representative/ Date



Vote



Chose and Wear your own clothes



Make and receive phone calls



Send and receive your own mail



Manage your own money



With whom and where to live  
Freedom to move in and outside of home



Choose your own doctor



Choose your friends and  
Spend time with them



Practice your own religion  
if you choose



Be a part of and  
Approve your plans



Be free from abuse  
and feel safe



Understand your options. Say  
"NÒ", Make choices.

These rights were reviewed with me by \_\_\_\_\_ on \_\_\_\_\_

Signed \_\_\_\_\_ Co-signed by: \_\_\_\_\_