

New York State Department of Civil Service
Division of Classification & Compensation

Tentative Classification Standard

Occ. Code 5573110

Residential Program Assistant 1, Grade 11	5573110
Residential Program Assistant 2, Grade 13	5573120
Residential Program Specialist, Grade 16	8115600
Residential Program Manager 1, Grade 17	5573210
Residential Program Manager 2, Grade 19	5573220
Residential Program Manager 3, Grade 23	5573230
Residential Program Manager 4, M-1	5573240

Brief Description of Class Series

Positions in this title series provide and supervise direct care services; assist in the management, administration, and implementation of residential programs; and/or manage and oversee residential program operations to ensure the health, care, and safety of individuals with mental illness residing in the Office of Mental Health's (OMH) State Operated Community Residences (SOCR) or State Operated Residential Care Centers for Adults (SORCCA).

Positions are classified only in OMH.

Distinguishing Characteristics

Residential Program Assistant 1: under the supervision of a higher-level residential program position, supervises Mental Health Therapy Aides providing direct care services to residents in a SOCR or SORCCA.

Residential Program Assistant 2: under the supervision of a Residential Program Specialist or Manager, supervises Mental Health Therapy Aides providing direct care services to residents in a SOCR or SORCCA; and may supervise and train Residential Program Assistants 1.

Residential Program Specialist: under the general direction of a Residential Program Manager, assists in the management and administration of a SOCR or SORCCA; provides, monitors, and coordinates residential program services; and supervises lower-level residential program staff.

Residential Program Manager 1: oversees and manages the operations of a small SOCR or SORCCA with fewer than 12 beds; supervises, coordinates, and directs

the activities of clinical, residential program, and direct care staff; and may serve as an assistant to a higher-level Manager in a large residential program.

Residential Program Manager 2: oversees and manages the operations of a SOCR or SORCCA with 12 to 24 beds; supervises, coordinates, and directs the activities of clinical, residential program, and direct care staff; and may serve as an assistant to a higher-level Manager in a large residential program.

Residential Program Manager 3: oversees and manages the operations of one of more SOCR or SORCCA with 25 to 74 beds; supervises, coordinates, and directs the activities of clinical, residential program, and direct care staff; and may serve as an assistant to a Manager 4 in a large residential program(s).

Residential Program Manager 4: oversees and manages the operations of one or more SOCR or SORCCA with 75 or more beds; and supervises, coordinates, and directs the activities of clinical, residential program, and direct care staff.

Illustrative Tasks

Residential Program Assistant 1

Assists in the management and administration of a SOCR or SORCCA and supervises Mental Health Therapy Aides on an assigned shift.

- Schedules staff assignments; monitors time and attendance; completes performance evaluations; ensures that staff maintain necessary certifications; and provides guidance and training in the provision of direct care services.
- Completes and maintains required records and documentation, such as shift reports and progress notes; and periodically reviews non-clinical records for accuracy and completeness to ensure compliance with applicable requirements.
- Maintains a safe, clean, and therapeutic environment for residents; routinely inspects the residence; arranges for or performs minor housekeeping and maintenance tasks; and monitors and maintains inventories.
- Assists the Residential Program Manager or Residential Program Specialist in reviewing and ordering medications to ensure adequate supply.

Instructs, supports, and assists residents in developing the skills necessary to live successfully in the community or in a more independent living environment.

- Participates in and encourages residents' participation in recreational activities and programs to support socialization efforts.

- Advises and supervises residents in the performance of tasks, such as shopping, meal preparation, housekeeping, money management, and applying for benefits to assist them with problem solving, decision making, and interpersonal issues, and promote positive relationship building.
- Educates, monitors, and manages the self-administration of medication; observes residents for possible side effects and arranges for appropriate care as necessary; and completes medication records.
- Responds to and assists in crisis and emergency situations following established guidelines, procedures, and techniques.

Residential Program Assistant 2

Independently performs the duties of a Residential Program Assistant 1 above; and may supervise and train Residential Program Assistants 1.

Residential Program Specialist

Provides and monitors residential program services in a SOCR or SORCCA.

- Advises residents in the use of appropriate coping and living skills to assist them remain stable and in recovery from a mental health perspective; and conducts self-preservation tests to ensure potential resident safety.
- Evaluates community resources and supports; attends community treatment meetings with residents; and assists them in navigating the social services system.
- Participates in the development of individual service plans and coordinates services with the clinical team.
- Reviews resident charts to ensure that they receive daily services, such as medical care, financial advocacy, educational services, and recreational activities, in accordance with service plans; and monitors their progress towards recovery goals.
- Responds to and assists in crisis and emergency situations following established guidelines, procedures, and techniques.

Reviews, completes, and coordinates resident admission and discharge planning programs and activities.

- In coordination with the Residential Program Manager, reviews resident placement referrals; arranges visits; and interviews potential residents.

- Coordinates resident intake and admission activities; completes required records and documentation; and ensures the completion of progress notes for the development of initial service plans.
- Completes discharge plans and termination summaries; notifies appropriate clinics to ensure that residents receive the necessary care to remain in the community; and transports residents to new residential settings.

Assists in the management and administration of a SOCR or SORCCA; and supervises and coordinates the activities of residential program staff.

- Determines staff assignments; evaluates performance; monitors time and attendance; identifies training needs; and provides and/or arranges for the provision of training.
- Schedules resident activities and supervision to ensure adequate staffing levels are met; and conducts admission committee and residential program meetings to coordinate resident, safety, care, and training activities.
- Submits requests for supplies, equipment, and services to the Residential Program Manager to maintain a safe, clean, and therapeutic environment for residents.
- May serve as an assistant to the Residential Program Manager and as manager of the residence in their absence.

Residential Program Manager 1-4

The level of Residential Program Manager is determined by criteria related to the size of the residence(s) managed. Some lower-level Residential Program Managers may serve as assistants to higher-level Managers in larger residential programs. Regardless of assignment, a Residential Program Manager performs the following duties:

Oversees and manages SOCR or SORCCA operations, including admission and discharge planning, and the rehabilitation services provided by residence staff.

- Reviews, tracks, and processes placement referrals; and assigns referrals to a Residential Program Specialist for admission.
- Assesses residential program effectiveness; and adjusts programs to meet residents' needs in consultation with clinical staff.
- Reviews and monitors resident case reports and records to ensure compliance with established regulations, standards, and service plans.

- Develops program budgets and monitors the expenditure funds according to approved spending plans.
- Approves and oversees the requisition of supplies, materials, and equipment, including the completion of financial documentation.
- Reviews, develops, implements, and maintains policies, procedures, and guidance materials for residential program operations.
- Responds to safety inspection recommendations from maintenance and support departments; acts to correct identified deficiencies; and files required reports to ensure a safe, clean, and therapeutic environment for residents.
- Serves as liaison with the community; maintains positive community relationships; and represents the facility at conferences, meetings, or public gatherings to communicate programs and services.
- Responds to crisis and emergency situations during regular and non-work hours.

Supervises, coordinates, and directs the activities of clinical and direct care staff.

- Determines staff assignments; evaluates performance; monitors time and attendance; and organizes and/or conducts in-service training and education classes required for staff development.
- Participates in recruitment and orientation activities for new employees; and ensures that appropriate staffing levels are met.

Minimum Qualifications

Residential Program Assistant 1

Promotion: one year of service as a Licensed Practical Nurse, Mental Health Therapy Aide, or Secure Care Treatment Aide 1.

Residential Program Assistant 2

Promotion: two years of service as a Residential Program Assistant 1.

Residential Program Specialist

Promotion: one year of service as a Residential Program Assistant 2.

Open Competitive: five years of experience working with individuals diagnosed with mental illness.

Residential Program Manager 1

Promotion: one year of service as a Residential Program Specialist.

Residential Program Manager 2

Promotion: one year of service as a Residential Program Manager 1.

Open Competitive: six years of experience working with individuals diagnosed with mental illness, one year of which must have been in a supervisory or administrative capacity, and one year must have been in a residential setting.

Residential Program Manager 3

Promotion: one year of service as a Residential Program Manager 2.

Open Competitive: seven years of experience working with individuals diagnosed with mental illness, two years of which must have been in a supervisory or administrative capacity, and one year must have been in a residential setting.

Residential Program Manager 4

Promotion: one year of service as a Residential Program Manager 3.

Open Competitive: eight years of experience working with individuals diagnosed with mental illness, three years of which must have been in a supervisory or administrative capacity, and one year must have been in a residential setting.

Note: Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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