

Lucy Kulkarni

Program Manager, Residential Services

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STRENGTHS

-  **Coverage Coordination**
Weekly scheduling kept appointments, evenings, weekends, and community activities staffed. Teams had clearer coverage when needs shifted.
-  **Staff Coaching**
Onboarding, observation, meetings, feedback, and recognition helped direct support peers build steady routines. Colleagues sought practical guidance.
-  **Person Centered Care**
Daily activities reflected individual choices, communication preferences, and independence goals. Small details often made participation feel meaningful.
-  **Documentation Quality**
Reviewed service notes, medication records, behavior observations, and billable entries. Accurate records gave supervisors confidence during review.
-  **Family Partnership**
Kept families and guardians informed about appointments, health concerns, activities, and plan changes. Clear updates supported trust.
-  **Operational Readiness**
Checked homes, vehicles, groceries, medications, cleaning products, and safety supplies. Teams started shifts with fewer avoidable interruptions.

SKILLS

Person centered care

ISP and PCP implementation

Staff scheduling Employee training

SUMMARY

Residential services professional with six years supporting adults with **intellectual and developmental disabilities** across community residences, day programs, medical appointments, and community activities. Progressed from direct support into supervisory leadership, coordinating schedules, coaching staff, reviewing ISP and PCP implementation, supporting medication routines, monitoring health needs, and maintaining accurate billable documentation. Builds meaningful activity programming around individual choice, communication preferences, independence, and community participation. Partners respectfully with families, guardians, clinicians, regulatory personnel, and direct support teams during changing needs, inspections, and follow up. Maintains residence, vehicle, grocery, medication, cleaning, and safety readiness. Brings a bachelor's degree in human services, current CPR and First Aid certification, and a valid Pennsylvania driver's license with a **satisfactory driving record**. Ready to contribute steady oversight, practical problem solving, and **person centered care** across **residential services**.

EXPERIENCE

Residential Services Supervisor

Allegheny Supported Living Services  October 2024 - Present  Pittsburgh, Pennsylvania

- Supervises three community residences supporting adults with **intellectual and developmental disabilities**. Directs staffing, service delivery, documentation, household readiness, employee development, family communication, and licensing preparation across residential and community operations.
- Built weekly schedules across residences, appointments, evenings, and weekends, closing coverage gaps before service disruptions.
 - Coached direct support professionals through onboarding, observation, **meetings**, feedback, and **recognition**, strengthening consistent daily practice.
 - Reviewed **ISP** and PCP goals, medication records, meal plans, behavior notes, and **billable records** before compliance review.
 - Maintained family and guardian communication about appointments, support plan changes, health concerns, and meaningful activities.
 - Prepared residences, vehicles, inventories, and records for licensing visits, resolving findings with regulatory personnel.
 - Escalated medical and safety concerns promptly, supporting timely follow up across residential and **community settings**.

Lead Direct Support Professional

Three Rivers Community Supports  August 2022 - September 2024  Monroeville, Pennsylvania

- Served as a shift lead across residential homes, day services, medical appointments, and community activities. Guided peers through person centered routines, documentation, medication procedures, **meal planning**, behavior strategies, and changing support needs.
- Organized shift coverage across residential and day services, keeping appointments and community activities staffed reliably.
 - Guided peers through medication procedures, meal preparation, behavior strategies, and daily routines during shift leadership.
 - Implemented ISP and **PCP** goals through choice based activities, independent living practice, and community participation.
 - Recorded billable services, medication administration, behavioral observations, and health changes for timely clinical follow up.
 - Coordinated **families, guardians**, and program staff around appointments, confidentiality, and changing individual support needs.

Performance management

Medication management

Meal planning

Behavior management

Health monitoring

Billable documentation

Family communication

Activity programming

Regulatory compliance

Licensing inspections

On call coordination

LANGUAGES

English Native

Marathi Proficient

MY CAREER



Residential Services Supervisor at Allegheny Supported Living Services (1.9 Years)

Lead Direct Support Professional at Three Rivers Community Supports (2.1 Years)

Direct Support Professional at Laurel Highlands Inclusion Services (2.1 Years)

- Checked **groceries, medications**, cleaning supplies, vehicles, and safety items before each service period began.

Direct Support Professional

Laurel Highlands Inclusion Services 📅 June 2020 - July 2022 📍 Greensburg, Pennsylvania

Provided direct support in community residences while building strong foundations in **person centered care**, ISP and PCP implementation, health observation, documentation, activity planning, transportation, and safe household operations.

- Supported individual routines, communication preferences, and person centered goals across community residences and daily activities.
- Followed ISP and PCP instructions for personal care, meals, medication support, transportation, and appointments.
- Recorded daily services and progress accurately, building dependable habits for timely billable documentation.
- Observed health, behavior, and functioning changes, reporting concerns promptly for clinical and program follow up.
- Planned accessible individual and small group activities around interests, choices, and personal support goals.
- Maintained stocked living environments and safe **vehicles**, completing required checks before transportation and community participation.

PROJECTS

Residential Readiness Initiative 📅 2025

Coordinated a readiness effort across three residences, aligning staffing coverage, supply inventories, vehicle checks, records, and licensing preparation. Improved daily visibility for supervisors and direct support teams.

Meaningful Activity Planning Program 📅 2023

Organized choice based activities across residential, day program, and community settings. Connected individual interests with ISP and PCP goals, independent living practice, and consistent participation.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable coverage coordination and calm response during changing residential needs.
- Selected for progressive leadership responsibilities after consistent documentation, peer guidance, and person centered service delivery.
- Trusted to prepare residences, vehicles, records, and inventories for internal review and licensing activity.

EDUCATION

Bachelor's Degree in Human Services

Pennsylvania Western University 🎓 GPA: 3.5 📅 2020 📍 Pennsylvania, United States

Coursework: Disability services, human development, case management, ethics

CERTIFICATIONS

- CPR and First Aid Certification 📅 2026
- Valid Pennsylvania Driver's License 📅 2026

TECHNICAL SKILLS

- **Residential Services:** Community residences, day programs, community settings
- **Service Planning:** ISP, PCP, person centered planning
- **Medication Support:** Medication records, medication routines, medication administration
- **Behavior Support:** Behavior documentation, behavior strategies, behavior management
- **Documentation Systems:** Billable records, service notes, progress records
- **Staff Operations:** Staff schedules, shift coverage, on call coverage

- **Employee Development:** Onboarding, staff meetings, performance feedback
- **Health and Safety:** Health monitoring, safety checks, medical escalation
- **Household Operations:** Groceries, cleaning supplies, household inventories
- **Transportation Readiness:** Vehicle checks, transportation, driver's license
- **Regulatory Standards:** Licensing inspections, regulatory personnel, state standards
- **Activity Programming:** Meaningful activities, community participation, independent living
- **Family Relations:** Family communication, guardian communication, confidentiality
- **Care Coordination:** Appointments, clinical follow up, support changes
- **Credentials and Screening:** CPR, First Aid, criminal background checks

PROFESSIONAL AFFILIATIONS

- Community living teams, supporting shared standards for choice, dignity, safety, and reliable daily services.
- Family and guardian partnerships, maintaining open communication around appointments, health concerns, activities, and support changes.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST