



## **SERRA CENTER JOB DESCRIPTION**

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**DEPARTMENT:** Administration

**POSITION:** Program Supervisor

**DEFINITION:** The Program Supervisor oversees a caseload of clients from the agency's three programs: ICF-DD/H Group Homes, Independent Living and Supported Living Services. The Program Supervisor is responsible for the supervision, training and evaluation of Instructors working directly with clients on their caseload. This position is directly responsible for development of each client's Individual Support Plan (ISP) and ensuring that individuals served are receiving support and training in accordance with this plan.

**QUALIFICATIONS:** A minimum of a Bachelor's of Science with emphasis in social services or related field. A minimum of two years experience with prior supervisory experience. Prior experience in a non-profit environment working with the developmentally disabled population is preferred. Knowledge of computers required – Excel, Word and Windows. Must possess experience and skill with case management, assessment and analysis. Must possess proficient writing and math skills. Knowledge and experience of securing and managing public benefits is required. Ability to multi-task and meet deadlines is a must. Individual must possess initiative and work well with others in a team-oriented environment.

**ACCOUNTABLE TO:** Community Living Specialist/ICF Administrator

**EXAMPLES OF WORK DUTIES:** (Any one position may not include all of the following, nor do all of the listed examples include all duties and responsibilities which may be required in each position).

1. Provide guidance, training, assistance and support to Instructors.
2. Keep Instructors motivated by acknowledging their efforts and success.
3. Assist with developing Instructor's skills and knowledge.
4. Develop formats and documents to facilitate documentation.
5. Ensure that Instructor evaluations are completed.
6. Develop and maintain working relationships with all team members, including the people we serve, RCEB, family members, guardians, fiduciaries, day programs advocates, etc.
7. Observe participants behaviors and consult with primary physicians, agencies and family/guardians regarding needed services; coordinate and schedule IDT meetings for each person. Ensure the protection of clients' rights.
8. Be aware of people in the community that take advantage of the people we serve by continually providing community awareness training, working with the police when necessary, intervention in crisis, organize special staffing to develop appropriate means for interventions.



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9. Assist in completing intake process, program interview, and program placement and consumer orientation for people new to the program. Assure that all paperwork is completed on a timely basis. Maintain and update files as needed.
10. Complete discharge papers, perform designated assessment procedures and act as a resource person for new placement process.
11. Coordinate service plans with other public and private agencies to maximize use of other community resources.
12. Provide individual/group training sessions for individuals served and/or Instructors.
13. Assure that training programs are developed and implemented as needed.
14. Evaluate program services/functions and encourage clients to participate in counseling, social, recreational, vocational, day and other activities indentified in their support plan.
15. Take part in developing and implementing Individual Support Plans (ISP's) for assigned participants and ensure program directives are followed in compliance with State/Federal/local standards – Title 17, Title 22 and DHS Licensing.
16. Facilitate staff meetings, In-Service training and attend required meetings.
17. Maintain participant records and prepare reports and correspondence. Assure that reliable/valid data is being collected and summarized appropriately.
18. Review progress notes, quarterly and semi-annual reports and daily activities to ensure compliance with all regulations.
19. Compile Special Incidence Reports (SIR) and inform appropriate parties regarding incidents involving vocation, day, social, recreational, behavioral, personal living and community service programs.
20. Ensure a safe and therapeutic environment is maintained by developing and communicating procedures with participants, visitors, and staff.
21. Ensure standards of care are maintained and monitor participant's mental and physical health to enable appropriate treatment/intervention/prevention of problems.
22. Coordinate, supervise and participate in the activities of a specialized program and maintain effective staffing patterns to ensure quality care.
23. Carry agency cellular phone and serve emergency On-Call rotation every 5<sup>th</sup> week.
24. Perform other related duties and assignments as required.

**COMPENSATION:**

DOE. We offer a competitive salary, mileage reimbursement, flexible schedules, on the job training and a friendly and casual environment. Benefits include 11 paid holidays annually, paid vacation, paid sick leave, medical, dental, pension, and EAP program.