



Program Supervisor of IDD Community Support Services

Job Code: PRSUP - 115
Revision Date: Dec 21, 2018

Salary Range:
\$19.35 - \$31.65 Hourly
\$1,548.00 - \$2,532.00 Biweekly
\$40,243.00 - \$65,833.00 Annually

FLSA: Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to ensure program and contract rules are followed in the assigned program while adhering to company rules and budget guidelines while training and supervising caseworkers. May also be responsible of ensuring that all court associated relationships follow the law and provide best services available to clients. Serves as a facilitator between the agency, clients, courts and caseworkers.

This class works under general supervision, independently developing work methods and sequences.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Actively participates in mid management level center-wide and divisional goal/objective setting meetings. Coordinates two-way communication of plans and monitors reports outlining achievement. Participates in the design of unit services and trainings.
- Provides leadership and development opportunities for staff and promotes, enables and executes continuous improvement activities within the department.
- Establishes good working relationships with community groups, funders, and other organizations and represents EHN and division at community activities to enhance, communicate and achieve goals of the organization.

- Implements a performance management process for all associates to ensure that all performance standards, production targets, monthly A/B contacts, PDP completions, Lag times compliance, and other targets as assigned, are monitored on an ongoing basis. Formulates improvement plans to evaluate professional development and behaviors in the workplace in collaboration with program manager.
- Efficiently works cohesively and in conjunction with other LIDDA Supervisors, Managers, & Directors to enhance delivery of programs and submits requested data and reports by the target date.
- Meets regularly with assigned staff, maintains outlines of meeting topics and establishes a positive, healthy and safe work environment.
- Maintains and ensures confidentiality and privacy of division and consumers per Protected Health Information Standards and Federal Laws.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Bachelor's or advanced degree from an accredited college or university with a major in a social, behavioral, or human service field including, but not limited to, psychology, social work, medicine, nursing, rehabilitation, counseling, sociology, human development, gerontology, educational psychology, education, and criminal justice required. Master's degree is preferred. Five years of professional experience in an MH/IDD setting, with a minimum of 3 years management experience. Prefer bilingual English/Spanish.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- None

Special Certifications and Licenses

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.