



# Social Support Supervisor

**Job Code:** SSSUP - 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 support Clinic manager by ensuring quality care is provided to the adult population and their families. Assists clinic manager ensuring quality social support services within the department by participating in oversight of social services documentation. Provide direct supervision to social support staff and participate with the hiring and training of case management personnel. In conjunction with clinic manager will communicate with staff about treatment, monitoring of estimated completion dates, status change(s) for active clients, and client compliance, as well as acting as liaison with community agencies and community agencies and community professionals. Social Support Services Supervisor shall ensure that Department of State, Local and Federal policies and procedures are adhered to.

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.
- Guides and communicates with caseworkers regarding client's treatment, client's status change, compliance, documentation, social support curricula, and decisions regarding services provided by QMHP-CS.

- Opens and closes assignments, run daily reports of direct care hours, suspensions, closures. Monitors the client's estimated completion treatment dates, progress/lack of progress, and treatment compliance. Submit and monitor service authorizations.
- Conducts monthly audits to monitor quality of documentation and to ensure each client is receiving appropriate clinical services, as prescribed on treatment plan.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires a Bachelor's Degree in Behavioral Health, Psychology, Social Sciences or related behavioral field, supplemented by two (2) years of direct casework/case management experience; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

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 Qualified Mental Health Professional-Community Service (QMHP-CS) certification.
- Must possess and maintain Child and Adolescents Needs and Strengths (CANS) Assessment certification.
- 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.