

## **JOB DESCRIPTION:**

### **Residential Program Supervisor**

#### **Job Summary:**

The Program Supervisor is responsible for supervising shift supervisors, lead direct support professionals, direct support professionals and others and also assists with providing day-to-day care to the residents when needed. Ensures smooth, safe and quality operations and appropriate client care per program standards under the direction of the Program Administrator or Program Manager. May act as Program Manager as necessary.

#### ***General Responsibilities/Expectations:***

- Contributes to Pathways' mission, vision, and program philosophies by way of work product and professional behavior with both internal and external consumers.
- Participates actively in agency quality assurance activities including performance and outcomes review, case record review, stakeholder satisfaction review, incident review, and improvement planning.
- Adheres to all current federal & state laws, as well as 3H Policies and Procedures, including the safeguarding of confidential healthcare information and compliance with the Health Insurance Portability & Accountability Act (HIPAA).
- Reports immediately any suspected incidents of child abuse or neglect to his/her immediate supervisor and the Child Abuse Hotline (1-800-252-5400).
- Establishes relationships and communicates with residents, caseworkers/probation officers, family members, and staff.
- Identifies and seeks resolution for potential problems arising with staff or other involved parties
- Attends staff / agency meetings.
- Attends trainings, conferences, workshops, seminars, and any other programs to ensure that 50 hours of continuing education in a year is completed.
- Demonstrates an awareness, appreciation and respect for diverse cultures and individual differences of clients and fellow employees.
- Completes other duties as assigned.

#### ***Key Responsibilities/Expectations:***

- Supervises and monitors the work of the Shift Supervisors and Direct Support Professionals including managing work schedules.
- Provides adequate supervision of residents at all times.
- Models appropriate behaviors, judgement, and language.
- Implements daily activity schedule including but not limited to hygiene, meal-time, chores, school work and recreation.
- Assists with staff interview process, making hiring recommendations for direct support professionals.
- Assists in the staff performance review and corrective action process.
- Oversees medication administration and may administer all prescribed medications, with proper documentation, and observes for side effects. May coordinate with the pharmacy to ensure medications are filled accurately, timely and are properly discontinued/disposed of.
- Monitors Shift Logs prior to the end of the shift. Ensures maintenance of daily log for each child and maintains all client documentation in the electronic record.
- Completes monthly documentation on how the child is progressing.

- Completes staff schedules and coordinates time off requests. Organizes shift personnel and assignments and completes checklist for shift change.
- Ensures and provides pre-service and on-the-job training to direct care professionals and other program staff is completed in compliance with minimum standards. Tracks expiring trainings.
- Develops monthly activity schedule in conjunction with other program personnel.
- Implements Service Plans and ensures they are being followed for each resident.
- Reviews and reports to the Program Manager or Program Administrator regarding maintenance requests, safety issues, etc.
- Ensures that all Residential Child Care Licensing and Contract Standards, other regulatory standards, and Pathways Policies and Procedures are implemented.
- Implements therapeutic interventions with residents when necessary.
- Provides feedback to residents for positive/negative behaviors.
- Monitors residents while on off-site travel activities.
- Responds to emergency and crisis situations involving residents and implements emergency procedures when necessary.
- Transports residents when necessary.
- Monitors visits.
- Annually, may be responsible for rotating and changing out the contents of emergency kits.

**Supervisor:** Program Manager or Program Administrator

**Supervises:** Shift Supervisors and indirectly Direct Support Professionals

**Work Hours:** This is a full-time, minimum 40 hours per week position with some weekend, holiday, and evening hours required from time to time

**Classification:** Non-Exempt

### **Education & Experience**

High School Diploma or equivalent. Prefer some college course work in special education, autism, social work or psychology. Minimum two years of supervisory experience working with children in a residential or other childcare setting. If working with clients who have intellectual and other developmental disabilities the two years of work experience must reflect that population served.

### **Knowledge, Skills, & Abilities**

- Basic knowledge and understanding of needs of children placed in substitute care.
- Ability to support the agency's culture, growth, and success through communication, accountability, and positivity
- Ability to be clear headed and decisive based on the scope of the position
- Ability to work efficiently and effectively both individually and as part of a team
- Ability to accept feedback through the supervision process - displaying the willingness to learn, grow, and improve
- Demonstration of positive role modeling and leadership skills and dedication to the well-being and successful maturation of residents
- Effective oral and written communication skills
- Competent in using Microsoft Word, Excel, the Internet, and other software applications
- Organizational skills

### **Additional Requirements**

- Must be 21 years of age
- Proof of education
- Proof of valid Texas Driver's License (Type C)
- Access to reliable transportation
- Proof of valid/current auto insurance

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- Three (3) employment references
- Cleared criminal background check and signed statement regarding felony indictments/convictions
- Cleared TB test results (current within 12 months prior to employment)
- Cleared drug screen
- Working cellular telephone at all times for on-call and after-hours availability

### **Physical and Mental Demands**

With or without reasonable accommodation, the physical and mental requirements of this job include the following: frequent seeing, hearing, speaking, and writing clearly. Ability to physically and verbally respond in a crisis or emergency situation. Use of a computer. Ability to physically stand, bend, squat to interact with clients and move/lift equipment. Frequent manual dexterity. Lifting and moving of up to 25 pounds, reaching with hands and arms, stooping and kneeling. Frequent sitting. Ability to remain calm in stressful situations and work with clients in a safe and nurturing way.

**Work Environment:** Office and residential setting interacting with clients. Exposure to blood or bodily fluids if interacting with clients.

### **DISCLOSURE STATEMENT**

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

Pathways does not discriminate on the basis of race, color, age, national origin, religion, creed, disability, marital status, gender, gender identity and/or expression, sexual orientation, genetic information, status regarding public assistance, military status or any other characteristic protected by federal, state or local law in any of its activities or operations. Pathways is committed to a diverse and inclusive working environment and to providing an environment free of abuse, neglect, harassment or exploitation for employees and for children, youth and families we serve.