

House Supervisor Job Description

POSITION: House Supervisor

PROGRAM ASSIGNMENT: Residential

IMMEDIATE SUPERVISOR: Program Supervisor

MINIMUM QUALIFICATIONS: Preference of a BA or BS from an accredited college or university and/or a combination of education and experience which totals three years. A service provision background is essential. Supervisory experience is preferred.

OTHER QUALIFICATIONS: The ability to communicate clearly in oral and/or written form. For some assignments, a valid driver's license and a driving record that is acceptable from a risk management perspective. The physical ability to assist in lifting individuals receiving services may also be required.

POSITION SUMMARY: Responsible for the development and supervision of Direct Support Professionals and Shift Facilitators to ensure services are provided as stated in individual service plans. Facilitates DSP training and ensures requirements are met. Is the primary contact for day-to-day issues regarding assigned supervisory and program caseload that may arise.

PRIMARY RESPONSIBILITIES:

A. Service Provision

Person Centered Planning and Services:

1. Works with Direct Support Professionals, Shift Facilitators, management, internal departments, and additional stakeholders to ensure service implementation as stated in Individual Service Plans.
2. Trains, observes, monitors, and provides feedback to assigned staff regarding the implementation of the ISPs.
3. Works with Program Supervisor to develop monthly schedules based upon the support needs of the individuals as outlined in their ISPs and site specific budget.
4. Implements positive behavioral supports in accordance with the agency's behavioral policy and procedure.
5. Assists persons served in becoming involved in their neighborhoods and local communities by offering recommendations and facilitating integration.
6. Supports persons served in making and maintaining relationships with family and friends as they desire.
7. Ensures all files at site are kept current and maintained in accordance with established standards.
8. Completes needed follow through on completed reviews, service notes, and additional documentation as directed by Program Supervisor

9. Provides service updates to Case Management and additional stakeholders when requested.

Health and Safety:

1. Ensures medical needs of individuals are met. This includes, but is not limited to, ensuring timeliness and attendance of medical appointments, following up on noted medical concerns, ensuring current and accurate documentation and communication relating to the individual's medical needs, and ensuring medication prescriptions are filled and picked up in a timely manner.
2. Ensures implementation of the health and safety section(s) of the individual service plans.
3. Ensure implementation of additional behavioral support plans such as crisis protocols, psychotropic medication PRN protocol, schedule protocols, etc.
4. Maintains an appropriate physical environment which includes maintenance requests and monitoring the overall cleanliness and maintenance of the house.

Financial Supports:

1. Manages individual's personal accounts and resources in a responsible way. Acts as a contact to accounting to resolve any financial concerns relating to assigned caseload, records and monitors account balances, supervises spending.
2. Assist individuals served and Direct Support Professionals in preparing bank transactions as needed (i.e. deposits, transfers, withdrawals, and maintaining the individual's checkbook.
3. Collaborates with internal departments and/or arranges timely payment of household bills.

B. Supervision

1. Schedules and facilitates monthly staff meetings to convey pertinent information in a timely manner.
2. Trains direct reports and substitute staff on all aspects of direct service provision. Responsible for ensuring direct reports provide high-quality service provision and implementation of service plan.
3. Works with support staff to ensure services are provided within established guidelines.
4. Completes and delivers direct report evaluations within established time lines. Provides ongoing timely feedback on performance and addresses performance concerns.
5. Is responsible for all aspects of assigned supervisory caseload including development and discipline. Provides coaching/mentoring to support development of essential leadership skills.
6. Pro-actively works with immediate supervisor and/or support staff to ensure direct reports adhere to established agency policies and procedures.
7. Completes additional assigned duties. The size of supervision load and caseload will vary based on the specific duties assigned, which may change as agency need dictates.
8. Collaborates with support departments to ensure departmental recommendations are implemented in a timely manner.

C. Financial

1. Works with Program Supervisor to complete staff schedules that reflect appropriate ratios and are in line with established budgets on a monthly basis. Responsible for working/filling open direct care shifts in a financially responsible manner.

2. Works specified number of budgeted direct care hours
3. Reviews schedules/budgets with Program Supervisor to ensure services are provided as determined in budgets
4. Reviews and approves direct report clocked hours within established time periods
5. Pro-actively works with Program Supervisor to minimize overtime
6. Completes and submits necessary payroll forms within designated timelines
7. Pro-actively uses additional financial tools and reports to ensure responsible financial management of assigned caseload.

D. Commitment to the Mission, Vision, and Core Values

1. Establishes positive internal/external working relationships.
2. Shares pertinent information with necessary parties in a timely manner. Uses respectful, open, and honest communication.
3. Works to establish and maintain a positive corporate culture that embraces the Core Values of the agency.
4. Solicits feedback from stakeholders and uses information to strive for improved services.
5. Actively works to identify and remove barriers to services.
6. Learns from mistakes, admits mistakes, and takes personal responsibility for decisions and actions of self and staff.
7. Gives constructive, timely feedback.

SECONDARY JOB DUTIES

- A. Participates in the on-call rotation of designated program group.

POSITION AND ENVIRONMENTAL CONTEXT

- A. The position entails a high degree of accountability and consequence of error. Is responsible for the health and safety of individuals receiving services, money, agency assets, equipment, and personnel. Errors in judgment can result in severe consequences to the agency.
- B. The position represents the organization in many different forums. Professionalism in dress and conduct as well as appropriate representation of the agency through adherence to office etiquette standards is expected.
- C. Many position requirements occur in individual homes; therefore, the ability to travel extensively throughout the community is required.
- D. The position requires communication and interplay with a number of internal and external stakeholders; therefore, professional and timely communication is considered a key component of this position.
- E. The position requires work in the evenings and weekends.
- F. The position requires the performance of tasks requiring visual, manual, communicative, and analytic abilities within an independent work setting.
- G. The job duties and performance expectations are based on the mission, vision, and core values of the agency. This job description forms expectations of ethical, value-based behavior with the fulfillment of the job duties.

The job duties and performance expectations for this position are based upon the Mission and the Core Values of the agency. The description, therefore, forms expectations of ethical, values-based behavior in the provision of services.

“I understand and agree to the requirements outlined in this job description.”

Employee Signature

Printed Name

Date

MYEP Representative Signature

Printed Name

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