

JOB DESCRIPTION # 35

TITLE: Frontline Supervisor

FUNCTIONAL TITLE: Residence Director

JOB CATEGORY: Residential Services / Adult Support

REPORTS TO: Area Director

BASIC FUNCTIONS: The primary objective of the position is to provide responsive, effective residential supports and to lead the staff team in creating an atmosphere that places individual respect, dignity and empowerment above all else.

SCOPE: This position is responsible for the day-to-day operations of assigned residence with the goal of maintaining and enhancing the quality of program services offered. Requires use of beeper to ensure effective communication.

QUALIFICATIONS:

- Has demonstrated commitment to philosophy and mission of this agency / DMR.
- Has proven record of commitment to people we support and has demonstrated excellent direct support work.
- Has demonstrated leadership abilities – is articulate, organized and able to reach other staff.
- Holds high standards and shows ability to self-evaluate.
- Computer experience preferred.
- BA preferred.
- Valid Driver's License required, safe driving record and adequate insurance and vehicle.

SCHEDULE: Schedules are determined by program needs including some weekend days as assigned by the Area Director. On-call responsibilities required.

RESPONSIBILITIES / OBJECTIVES:

A. INDIVIDUAL SUPPORTS:

- Support people in the development of talents and interests.

- People are supported to express their interests or talents in their community with people who have similar interests.
- People are supported in developing satisfying interests/hobbies that can be enjoyed at home.
- Teaching of social skills as appropriate to people's needs is ongoing.
- Support each individual's existing relationships and increase their networks of friends and acquaintances.
 - Ensure that existing relationships with family and friends are supported so that people learn how to reciprocate feelings.
 - Focus planning to facilitate the development of new relationships built on common interests and needs.
 - Ensure that each individual has at least one person who assumes responsibility for monitoring their well-being and contacting management staff if they have any concerns.
- Ensure that all individuals are treated with respect, dignity and support to take as much control as possible over routines and activities in their home. Support people to make wise decisions that enhance their ability to reach their goals.
- Involve individuals in all planning and decisions that will have an impact on their lives.
 - Staff who work with them, their recruitment, evaluation, and continued employment.
 - All planning (ISP & other) regarding the present and future interests of the individual.
 - The routines of their life, work, home, vacations, meals, leisure time.
 - The culture of their home regarding respect for privacy common courtesy, shared responsibilities.
 - Health Care decisions, treatment.
 - Access to the support of family, guardian or an advocate to assist with potentially dangerous, costly or risky situations.
- Support people to present themselves in a positive manner (to enhance their ability to meet their goals)
 - People are insisted to dress in comfortable and attractive clothing, suited to the activity and season.
 - People have attractive décor and possessions to express their interests and adult status.
 - People participate in social settings and activities that reinforce positive roles and expectations.
- Increase independence.
 - Ensure that people are learning to be increasingly independent of staff in order to increase future options (home alone).
 - Goals selected are attainable.

- People “participate” in responsibilities that they are unable to complete independently.
- Ensure that each individual achieves optimum health, well-being and safety.
 - All staff is med-certified and holds current First Aid/CPR certificates or is scheduled for training. No medication is administered by non-certified staff.
 - All staff is trained in the specific health needs and medications of the people we support.
 - Medication errors/occurrences are reported per DPH regulations.
 - Routine medical care is provided and documented according to DMR regulations: annual physical, dental, GYN and treatment per physician’s orders.
 - System for managing and storing medications meets regulations.
 - People are in good general health or are receiving appropriate treatment. Staff are trained to report daily to supervisor should an individual show any unusual behavior or signs of illness. Inform Area Director daily of the status of such individuals.
 - Ensure that meals are healthy, attractively served and eaten family style.
- Assist each individual to develop (with their team) and Individual Service Plan (ISP) with ongoing revisions as requested by DMR, by the individual or resulting from change or progress.
- When authorized, support individuals as necessary in the management of their money.
 - The person’s money is used only for their personal needs.
 - People have access to their money either directly or through a finance manager / representative payee as appropriate.
 - Checking accounts are balanced and show evidence of good budgeting procedures.
 - Financial skills’ teaching is occurring when appropriate to increase independence.

B. STAFF MANAGEMENT:

- Lead team to accomplish (in a timely manner) the individual’s goals and the program specific goals as defined in agency action plans.
- Always a good role model for staff to follow. Constantly teaching and reinforcing agency beliefs, values and priorities.
- Supervise staff directly and act as a team leader.
- As team leader, facilitate innovative, constructive problem solving. Show flexibility in approaches to problems and with people.
- Formal job performance evaluations are current, informative and complete (including follow-up actions for this staff with less than satisfactory job performance).
- Ensure staff support is provided at all times.
 - Schedules reflect the needs of the people we support.

- Staff schedules and requests for overtime hours are approved by Area Director.
- Staff orientation checklist is completed with new staff prior to working unsupervised with the residents.
- Staff completes their staff training and professional development according to agency training program.
- Staff meetings are held at least every two weeks to focus team and strategize regarding accomplishments of individual and program goals, to give and obtain feedback, problems-solve, etc. All direct care staff actively participates during staff meetings.
- Director demonstrates good communication skills and sound professional judgment.

C. ADMINISTRATIVE PROCEDURES:

- Petty cash is appropriately managed and recorded.
- Payroll is accurately recorded and brought to the Area Director at the designed time.
- Request any changes in regular hours to Area Director.
- Active supervision files are complete and current (includes training records, copies of job description, evaluation, and supervision notes) and maintained in a locked area in the residence or main office.
- Provide reports as requested.
- Submit monthly restrain reports to Human Rights Committee and DMR. Submit incident reports within 24 hours to Area Director (who submits to DMR).
- Room and board checks are sent to the office by the 5th business day of the month.
- Maintain SHF Policies & Procedures and Program Specific Guidelines.

D. HOUSE MANGEMENT:

- Maintain an attractive, comfortable home. People are encouraged to express their interests in the décor. The home presents its resident(s) in a positive manner.
- House is generally clean and neat. Basements are routinely cleaned. Major house cleaning completed each season (includes washing windows, drapes, cleaning carpets, etc.).
- Minor repairs are attended to promptly.
- Needs for major repairs are communicated to Area Director and estimates are sought as requested.

- Grounds are well maintained (i.e. lawns cut, edges trimmed, gardens weeded, shrubs pruned, etc.).
- Food is stored appropriately.
- Vehicles are maintains according to the schedule and kept cleaned.

E. PROFESSIONAL RELATIONSHIPS

- Directors have positive relationships with the Area Director, other Program Directors, Staff, DMR Area Office and Service Coordinators.
- Communication with the Area Director is essential. You are responsible for bringing to his/her attention all appropriate information such as:
 - Reports on any person presenting unusual behavior or signs of illness.
 - Other notable issues regarding the people we support.
 - Staff management issues.
 - Budgetary concerns.
 - Any other special needs and concerns.
 - Any approach from media must be referred to Area Director / Vice President. (Do not make any comment for any reason to a representative of the media).

F. DEVELOPMENT OF PROFESSIONAL SKILLS:

- Is committed to professional growth. Attend in-services, professional conferences, etc. as requested / approved by Area Director. Maintains all required certifications such as Medication Administration and First Aid/CPR Certification.
- Contribute to total growth of the organization with special skills, ideas for improvement, etc.
- Complete special tasks assigned by the Area Director within time designated.

EXPECTATIONS:

- To carry out all responsibilities professionally and efficiently.
- To work in harmony and in support of the Seven Hills Foundation operating subsidiaries.

PHYSICAL REQUIREMENTS: Ability to lift 50lbs. on occasion. Ability to drive.

STATUS: Exempt

STATE CONTRACT CROSS REFERENCE TITLE: Direct Care/Program Staff Supervisor
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I have read and understand my job description.

Employee

Date

Employee Printed Name

Supervisor

Date