

**JOB DESCRIPTION # 21.1**

**TITLE:** Frontline Supervisor

**FUNCTIONAL TITLE:** Area Director

**JOB CATEGORY:** Family Support Staff

**REPORTS TO:** Assistant Vice President of Seven Hills Family Services, Inc.

**BASIC FUNCTIONS:** Provides overall direction and supervision of assigned area and subsidiary programs.

**SCOPE:** This position is responsible for the management of all day-to-day programmatic services of Seven Hills Family Services with the goal of maintaining and enhancing the quality of supports for individuals and/or their families. To serve SHFS, Inc as a Senior Management team member.

**QUALIFICATIONS:** BA required Minimum of three (3) years of experience in related support services. One (1) year of management experience preferred. Valid Driver's License required.

**SCHEDULE:** This is a full time position with hours to be scheduled as programmatic needs dictate. Schedule to be maintained with the Assistant Vice President of Seven Hills Family Services, Inc.

**RESPONSIBILITIES/OBJECTIVES:**

**Administrative:**

- To coordinate and enjoin, *through direct involvement with participant, staff and providers*, all related Family Support services, including but not limited to: Home Care, Residential Respite, Family Support in-Home Respite/Flexible funding, overnight Family Based Respite, Information and Referral, and all associated case management.
- To monitor area supports assuring compliance with state, federal and local safety, health and/or regulatory requirements.
- To coordinate the Family Services Intake procedures including the completion of all required forms documentation and associated FTS data.
- To maintain all assigned area contractual obligations and to uphold all SHF policies and procedures.
- To provide leadership and guidance to SHFS, Inc. staff to ensure the successful achievement of Performance Based Objectives and project outcomes.
- To attend all administrative and advisory meetings which are designated as mandatory, (i.e., SHFS Senior Management Team, SHFS M-Team, etc).
- To coordinate area emergency services for individuals in crisis including participation in the emergency on call system as needed

- To supervise employees as assigned.

**Budgetary:**

- To coordinate the usage and management of contracted units for all Area assigned services.
- To manage assigned programs staff payroll budgets, including relief staff, consultants, Flex Funding and FBR lines.

**Training / CQI:**

- To coordinate and assure all staff are properly trained with current documentation / certifications on file, including the orientation of all new hires.
- To oversee the process and written compliance to the Record Review Committee recommended action plans.
- To serve as an active member of a Records Review Committee.
- To attend specific job related training's as required.
- To maintain current certifications as required.

**Communication:**

- To hold regular supervisions and Area Team meetings with assigned staff as well as to chair family council and Shared living/AFC provider meetings as appropriate and assigned.
- To prepare administrative reports as deemed necessary (monthly reports). To act as a liaison to funding sources, including DMR, DOE, AFC, and other State and Federal governing bodies; to ensure contact compliance and maintain positive working relationships for all related to SHFS, Inc. and Seven Hills Foundation.
- To assure the accuracy of the SHFS, Inc documented information.
- To coordinate and script related articles for publication within various Seven Hills Newsletters. (i.e., SHFS- PRIDE, SHF- OUR JOURNAL, etc.).
- To uphold the SHFS courtesy protocol of returning all correspondence to Individuals, Family members and funding sources, within twenty-four (24) hours.

**Quality Enhancement:**

- To coordinate and assure compliance of Quality of Life Area's as outlined by to include; \*People are valued, \*People's rights are affirmed, \*Peoples rights are protected, \*People are understood, People make choices in their everyday lives, \* People are the primary decision makers in their lives, \*People accomplish their goals, \* People have autonomy, \*People grow through life experiences, \*People are safe at home and work, \*People are free from harm, \*People maintain good health and \*Peoples funds are safeguarded.
- To maintain positive outcomes survey results, minimum of "Very Good", (including: individual, family and 3<sup>rd</sup> party) for all assigned support areas.

**Other:**

- To perform other duties as required or directed.

**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 drive. Ability to lift 35 lbs. on occasion.

**STATUS:** Exempt

**STATE CONTRACT CROSS REFERENCE TITLE:** Program Director #102

I have read and understand my job description.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date