

JOB DESCRIPTION # 37

TITLE: Frontline Supervisor

FUNCTIONAL TITLE: Family Supports Director

JOB CATEGORY: Family Support Staff

REPORTS TO: Area Director

BASIC FUNCTIONS: To assist in the coordination of all Family Services within the assigned area in cooperation with team members, families, DMR personnel and consumers.

SCOPE: This position is responsible for assisting management of all programmatic services of Seven Hills Family Services with the goal of maintaining and enhancing the quality of consumer care and individual consumer development. To serve as a Seven Hills Family Services, Inc. Management Team Member.

QUALIFICATIONS: BA preferred. Minimum of three (3) years of family service advocacy or related experience. Valid driver's license required.

SCHEDULE: This is a position with hours to be scheduled as programmatic needs dictate. Schedule to be developed by Area Director. To maintain on-call responsibilities as required. This may be a full time or part time position as designated by programmatic demands.

RESPONSIBILITIES/OBJECTIVES:

Administrative:

- With the Area Director, to coordinate and mainstream the Family Services Intake procedures including the completion of all required forms and documents, including DMR eligibility as assigned.
- To work in partnership with Human Resources to recruit Support Workers.
- To assist in the coordination of area emergency services for individuals in crisis including participation in the emergency on-call system as needed. On-call responsibilities may include weekends and holidays.
- To maintain accurate and up-to-date records relative to assigned program services including consumer files and participants lists, monthly progress notes, Family Support Plans and all assessments deemed necessary.
- To screen, train and match Support Workers to individuals as assigned by funding agencies.
- To coordinate the compliance of all assigned routine documentation, including meeting established timeline for billing, payroll and flex funding.

Budgetary:

- In conjunction with the Area Director, clearly identify yearly allocations with funding sources for individuals/families supported and to maintain accurate unit/dollars used and remaining.
- In conjunction with the Area Director, manage and maintain “Family Billing” as related to unit usage.
- To manage the funding contractual agreement, maintaining an average of 1/12 of contract obligation on a monthly basis.

Training:

- To attend specified job related trainings for professional development as deemed appropriate by the Area Director and/or the Vice President/Chief Operating Office of Seven Hills Family Services, Inc.
- To maintain documentation of required trainings for all employed Support Workers including but not limited to the direct orientation coordination of all Direct Care I/Support Workers.

Communication:

- To uphold the Seven Hills Family Services courtesy, expediency of returning all correspondence to individuals, family members and funding sources within twenty-four (24) hours.
- To work with program managers sharing common resources and to insure appropriate timely service delivery.
- To attend monthly Family Services Management Team meetings as scheduled.
- To participate as a Family Services Representative to committees/councils as assigned.

Quality Enhancement:

- To coordinate and assure compliance of Quality of Life area’s as outlined by Outcomes to include: People are valued, People’s rights are affirmed, People’s 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 People’s funds are safeguarded.
- To maintain positive outcome survey results, minimum of “very good”, including the individual, family and a third party for all assigned support areas.

Other:

- To perform other duties as required or directed.

EXPECTATIONS:

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

PHYSICAL REQUIREMENTS: Ability to drive. Ability to lift 35 pounds on occasion.

STATUS: Exempt

STATE CONTRACT CROSS REFERENCE TITLE: Assistant Program Director #103

I have read and understand my job description.

Employee

Date

Employee Printed Name

Supervisor

Date