

**JOB DESCRIPTION # 39**

**TITLE:** Frontline Supervisor

**FUNCTIONAL TITLE:** Program Coordinator

**JOB CATEGORY:** Health Care Staff

**REPORTS TO:** Program Manager

**BASIC FUNCTION:** Assist the Program Manager in the overall operation of the site including oversight of personnel, programming, scheduling and coverage in the absence of the Program Manager. This position includes direct support of individuals served.

**QUALIFICATIONS:** Bachelor degree in relevant human service field in addition to two years experience one of which was in a supervisory or managerial role. Alternative qualifications: High School diploma plus 3 years relevant experience 1 of which was in a supervisory role. Valid driver's license required.

**SCHEDULE:** This is a full time position with hours primarily \_\_\_\_\_ a.m. to \_\_\_\_\_ p.m

**RESPONSIBILITIES/OBJECTIVES:**

- To assist the Program Manager in performing duties and supervising personnel with the overall operation of the program as a prime concern including employee scheduling, job performance, risk management and rating of employees' effectiveness.
- To develop and implement behavior management interventions for individuals as warranted and in conjunction with the clinical team.
- To be familiar with regulations and statutes governing the human rights of program participants.
- To act as a role model and to provide contextual training of staff in the integrated therapeutic model.
- To assist the Program Manager in conducting intake procedures.
- To participate in activities as a member of the Interdisciplinary Team.

- To be familiar with the agencies overall operation as established by written description of service and organizational information.
- To train staff in the development and implementation of Individual Support Plans including required paperwork as appropriate.
- To foster growth of individuals by teaching and offering opportunities for choice, initiation and risk taking.
- Assist the Program Manager in the monitoring of all programming including individual and group activity schedules and general data collection systems.
- To act as a Case Manager as assigned.
- As assigned to act as interim Program Manager when the Program Manager is absent.
- Complete all aspects of the applicant interview process as assigned.
- As directed by the Program Manager, participate in the staff training and completion of program-wide systems such as case record review, curricula development and implementation, assessment of program quality, outcome measurement and other systems as required by Seven Hills Foundation and regulatory agencies.
- To transport participants as assigned.
- Be familiar with, and assist in the implementation of, the Seven Hills Foundation Policies & Procedures, the site's Program Specific Policies & Procedures and the regulations governing the program.
- Provide assistance as needed for program participants' personal care needs including dining, toileting and transfers.
- To treat individuals with respect and dignity and in an age and culturally appropriate manner.
- To perform additional 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 assist in physical interventions and to complete a pre-employment physical.

**STATUS:** Exempt

**STATE CONTRACT CROSS REFERENCE TITLE:** Direct Care/Program Staff Supervisor  
#133

I have read and understand my job description.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date