

POSITION DESCRIPTION

Position: Family Services Supervisor
Program: Mather Community Campus Program Status: Exempt
Reports to: Program Director Date: 9/2015

POSITION SUMMARY:

Under the direct supervision of the Program (Campus) Director, and with independent professional responsibility, the Family Services Supervisor is responsible for assuring quality service to all internal and external customers through the coordination of program functions and supervision of staff. The Supervisor will manage the program to fulfill contractual obligations and ensure the quality assessment/interaction and services provided to clients. This position will schedule and supervise staff in maintaining acceptable performance standards of all work duties required by the program as it relates to overall organizational operations.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 1. Supervises and/or performs all screenings, intakes, and assessments of the program participants and the subsequent development of individual service plans.
 2. Provides support and positive reinforcement to youth and parent participants in meeting their established service plan goals.
 3. Reviews and documents program participant progress.
 4. Supervises the counseling of youth and parent program participants both individually and in groups.
 5. Supervises the establishment of short and long-term goals related to the Youth Service Plan and Parent Participation Plan.
 6. Oversee the development groups, workshops and other program activities that are beneficial and educational to program participants.
 7. Respond to all client questions and concerns.
- B. Responsible for assistance with client development.
 1. Supervises the progress of program participants from intake to exit.
 2. Support the Youth Case Managers in implementing plans to assist the program participants in pursuing permanent housing, education, and employment.
 3. Facilitate groups/classes if needed for program participants.
 4. Role model, positive behavior to help clients as they work towards self-sufficiency.
- C. Responsible for all areas of daily program maintenance in compliance with company policies.
 1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Review and maintain all shift logs, observation logs, and incident reports.
 3. Monitor inventory of program equipment and supplies and take appropriate action to replace or restock as needed.
 4. Secure Program Director approval for exceptions to standard policy for program participants, staff or self.

5. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 6. Manage the completion of HMIS input and maintain daily reports to provide statistical information.
 7. Develop and adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 8. Communicate with service providers and external county/state/city program representatives as required.
 9. Review and approve employee time records.
 10. Direct available resources as required.
- D. Responsible for assisting Program Director with supervising, training and development of staff.
1. Assist Program Director in the development of community resources to enhance services.
 2. Provide department orientation, supervising, scheduling, and training for employees as required to assure quality work outcomes.
 3. Secure Program Director approval for exceptions to staffing standards and staffing issues.
 4. Serve as part of the program development team by providing information and support for the development of quality operations.
 5. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- E. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE

This position requires a Bachelor of Arts degree in Child Development, Social Work or closely related field and two (2) years' experience managing a program and staff. AOD background preferred. A combination of supervision/management of staff, education, training and experience, which would provide the knowledge and ability to complete the duties outlined above will also be considered. It requires general knowledge social case work objectives, principles, and methods; public welfare laws, rules and regulations; principles of child welfare; behaviors related to mental health issues and chemical dependency and basic computer skills. The demonstrated ability to communicate, comprehend, and follow through on oral and written instructions and to provide services to clients without ethnic or social prejudices is required. Specific knowledge with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must have the flexibility to work irregular hours. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. A valid California driver's license is required to operate any VOA vehicle.

SPECIFIC SKILLS REQUIRED:

Basic computer skills
Teamwork skills
Oral and written communication skills
Ability to assist other people

Ability to communicate appropriate personal and professional boundaries with clients and staff
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS

Lift and move up to 20 pounds
Stand, walk and sit frequently
Bend, stoop and kneel frequently

SUPERVISION EXERCISED:

Plans, directs and coordinates work of Family Services. Responsible for training, auditing, conducting performance appraisals and providing feedback and disciplinary actions.

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Program Director or designated lead. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of staff. The Family Services Supervisor is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible.

NUMBER OF EMPLOYEES

- 5 Youth Development Specialists – Direct Supervision
- 2 Youth Case Managers – Indirect Supervision.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee/Signature _____

Date Signed: _____