

**JOB TITLE:** Supervisor

**REPORTS TO:** Administrator

**JOB OBJECTIVE:** Provide support by monitoring overall operations of designated ICF/DD or CILAs by coordinating and monitoring Direct Service Personnel (DSPs) and ensuring the safe operation of the home/homes.

**Summary:**

**Assure the mission of the home by providing the highest quality of services in order to enhance each individual's skill development, health, freedom, and personal dignity.**

**Monitor the overall operation of the home by coordinating and monitoring direct service staff and by administering services within cost effective parameters.**

**Note: Residential operations are 24 hours a day, 365 days a year. Therefore, it should be clearly understood that working non-standard hours is the rule rather than the exception.**

**Essential Duties and Responsibilities:**

**QMRP and Supervisor Duties to be Completed in Cooperation:**

- Ensure that Direct Service Personnel (DSPs) receive on-going training in habilitation techniques by conducting DSP meetings (at least monthly) and by offering periodic inservicing, including, but not limited to, fire safety, dental, dietary, behavioral, current medical status, and program implementation/revisions. (Supervisor OJT 18 QMRP OJT 2)
- Ensure medical appointments are scheduled and followed-up with qualified staff for the individuals receiving services. (Supervisor OJT 27, 28)
- Work in conjunction with nurse trainer to ensure staff are trained and authorized to supervise medication administration and specifically to ensure staff correctly implement self-medication training programs. (Supervisor OJT 30, QMRP OJT 1)
- Communicate effectively with guardians to ensure medical services are discussed and ensure verbal medication consents are obtained in a timely manner. (QMRP OJT 9, Supervisor OJT 31)
- Schedule and attend psychiatric appointments for individuals. (Supervisor OJT 32)
- Monitor individual funds, maintaining a complete and accurate accounting system of incoming funds and purchases, as outlined by organization policy and procedure and in conjunction with the knowledge of the Supervisor and Administrator. (QMRP OJT 17)
- Ensure documentation is accurately completed on activities and all IPP goals and required documentation sheets for each individual receiving services. Comply with state and federal regulations regarding documentation. (QMRP OJT 15, Supervisor OJT 34)
- Ensure that each individual is dressed and groomed appropriately. (QMRP OJT 26, Supervisor OJT 37)
- Ensure adaptive equipment (including wheelchairs) is maintained in good, working condition. Additionally, ensure cleanliness of adaptive equipment. (QMRP OJT 28, Supervisor OJT 39)

**General Requirements:**

- Provide quality services designed to enhance each individual's skill development, health, freedom, and personal dignity.
- Maintain records in accordance with accepted standards and practices that ensure the long-term preservation and easy retrieval of the documents.
- Maintain a frequent presence in the homes and settings when the individuals are present to ensure the delivery of each individual's service plan.
- Carry cell phone and/or pager and respond in a timely manner to all pages and calls.

- Comply with weekend on-call rotation and conduct visits to CILAs and ICFs/DD within the designated region during on-call weekend. Complete Weekend Observation Forms and route to appropriate area administrator as well as to Quality Assurance administrator
- Assure third-party accreditation standards are met (if required) by participating in inservices, training sessions, and surveys, and by completing information required for outcome measurements.
- Assure an above standard of service by complying with state and federal regulations.

### **Personnel and Staff Training:**

- Train DSPs to complete daily documentation related to the operation of the home (i.e.: water and refrigerator temps, daily documentation books, contact/activity notes, etc.). (OJT 1)
- Verify that each DSP receives on-the-job (OJT) and classroom Habilitation Aide Training and is appropriately certified within 120 days of employment by assisting in the scheduling of necessary training on a consistent basis. (OJT 2)
- Take responsibility for performance and skill growth of DSPs by being available, giving regular performance feedback and providing additional training in correct work practices, both individually and in group settings. (OJT 3)
- Oversee the activities of DSPs to ensure individuals receiving services are in the community on a regular basis. (OJT 4)
- Monitor employee performance for adherence to established safety and infection control policies and procedures including body mechanics and ergonomics. (OJT 5,6,7)
- Manage employees to performance standards, coordinating performance goals, disciplinary action, performance plans, involuntary terminations, etc., with Human Resources. (OJT 8)
- Conduct annual performance for each employee. Assure annual certifications for the DSPs are completed, specifically, but not limited to CPR, CPI, and Med. training. (OJT 11,12)
- Notify the appropriate corporate office personnel of all employee terminations within 48 hours and provide necessary paperwork. (OJT 13, 14)
- Sustain the safe operation of the home by completing monthly fire drills and quarterly disaster preparedness training drills. (OJT 15)
- Interview, hire, verify Health Care Worker registry status, complete all paperwork, including criminal background check, train, mentor, support and supervise direct service personnel. (OJT 16)
- Using approved hours per Administrator, complete weekly shift schedule to provide proper staffing levels for the home/homes. Ensure authorized staff are scheduled to supervise medication. Post schedules in a timely manner in a location familiar to staff. (OJT 9, 10)
- Submit accurate and timely payroll information. (OJT 17)

### **Physical Plant Maintenance:**

- Notify Administrator and maintenance personnel of maintenance needs. (OJT 19)
- Ensure all housekeeping issues are addressed and that homes are clean and free of vermin. (OJT 20)
- Inspect fire extinguishers monthly, document, and provide necessary follow-up to ensure equipment remains in good working condition. (OJT 21)
- Supervise the maintenance of equipment, supplies, vehicles and operating systems of the home to ensure the safety of each individual receiving services and DSPs employed in the home. (OJT 22)
- Oversee renovation projects for a variety of reasons, ranging from improving efficiency to ensuring that facilities meet regulations, health and security standards. (OJT 23)

### **Accounting and Supplies:**

- Ensure adequate and appropriate food items are available and meet the individuals' dietary needs. (OJT 24)
- Send all grocery receipts, gas receipts, petty cash receipts, staff reimbursement forms and other designated forms to the corporate office bi-monthly; comply with budgetary standards. (OJT 26)
- Work with Central Purchaser to ensure adequate supply of needed facility stocks. (OJT 25)

### **Medical and Nursing:**

- Ensure that monitoring and PRN medication recommendations following incidents and/or medical procedures are followed accurately per physician or nursing order. (OJT 29)
- Ensure MARs, medication supervision and self-administration of medication is completed and documented accurately. (OJT 33)

**Case Management:**

- Review daily documentation and reschedule any missed goal work related to implementation and monitoring of the IPP for individuals receiving services. (OJT 34)
- Attend IDTs and provide input regarding individuals receiving services and maintain effective communication with all guardians. (OJT 35)
- Ensure each individual's rights are maintained by adhering to the policies and procedures set forth by the company and regulatory agencies. (OJT 36)
- Maintain a level of familiarity with individuals' Personal History books that allows for the ability to retrieve documentation when required and to assist guardians and/or regulatory bodies with file review in the QMRP's absence. (OJT 38)

**Secondary Duties and Responsibilities:**

- Meet on a routine basis with QMRP to ensure correct implementation of programming, and provide input regarding DSP performance as it relates to active treatment and implementation of programming.
- Adhere to terms and conditions of employment as outlined by the Employee Handbook and job description.
- Maintain highest quality and working knowledge of current Federal and State regulations, HIPAA, OSHA, Public Health, labor laws, DHS, as well as professional standards that make/assist in the development of and/or recommended policies and procedures. Oversee compliance of these regulations and standards.
- Complete DHS/Public Health approved DSP training curriculum within 120 days of hire.
- Complete investigations as requested.
- Perform other duties or assignments as requested.

**Work Schedule:**

- Complete a minimum 40 hour work week.
- Maintain an active presence in the home during all shifts, including, but not limited to, 6am-2pm, 3pm-11pm and 11pm to 9am shifts.
- Complete on-call rotations as scheduled, answering and dealing with pages and issues, while traveling to each CILA and ICF/DD home within your designated region.
- After weekend on-call rotation, the Supervisor will be granted one day compensation within a 2 week period as approved by Administrator.

**Supervisory Responsibilities:**

- Directly supervise facility DSPs who provide direct care to individuals with developmental disabilities.

**Required Experience, Education and/or Training:**

- A minimum high school diploma or GED.
- Minimum of one year of experience working directly with individuals with developmental disabilities.
- Complete Office of Inspector General (OIG) Investigative Skills training to become a certified OIG investigator.
- Earn internal company certification as a pre-survey QA auditor
- Successful completion of internal company training modules

**Additional Experience, Education and/or Training Preferred:**

- Prefer previous Habilitation Aide training.
- Prefer previous management or supervisory experience.
- Additional experience in the Human Resources field.

**Required Knowledge, Skills and Abilities:**

- The knowledge, skills and ability in which the employee should be proficient in order to successfully complete the duties of the job.
- Reasonable accommodations may be made to enable employees with disabilities to perform the essential job functions.

**Proficiency:**

- Read, write and speak the English language in an understandable manner.
- Ability to interpret a variety of instructions furnished in written, oral or schedule form.
- Communicate effectively, both orally and in writing.
- Able to interpret and complete forms and documentation accurately.
- Able to maintain confidentiality.
- Add, subtract, multiply, and divide in all units of measure, using whole numbers and fractions/decimals.
- Ability to compute rate, ratio and percent and to draw and interpret bar graphs.
- Collect and balance money and/or financial records.
- Solve practical problems and deal with a variety of situations.
- Ability to define problems, collect data, establish fact, and draw valid conclusions.
- Ability to interpret and comprehend abstract and concrete variables.
- Operation of PC utilizing word processing and spreadsheet software.
- General office practices and procedures, using standard business equipment.
- Operation of an automatic transmission automobile.
- Possess valid Driver's License and auto insurance. Periodic verification may be required.

**Physical Requirements: The physical demands below are representative of those that will be required to successfully perform the essential function of this job. Employees may use prosthetics that will enable senses to function adequately so that the requirement of this position can be fully met. Reasonable accommodations may be made to enable employees with disabilities to perform the essential functions. Tasks will include, but are not limited to:**

- Lifting/Carrying above 100 lbs.
- Stooping/Bending
- Kneeling/Squatting/Crouching
- Walking
- Standing
- Sitting
- Climbing/Balancing
- Physical Coordination (sequential/simultaneous use of hands, arms, feet & legs)
- Hand-Eye Coordination
- Vision (Close, Intermediate and Distance)
- Depth Perceptions
- Hearing

**Common Work Environment:**

- Contact with bio-hazardous materials (i.e. body fluids).
- May be subject to minor injury from cuts, bruises, falls, etc.
- Will be required to climb stairs frequently.
- Exposure to dust, fumes and/or odors.
- May encounter chemicals, possibly of a toxic or caustic nature.
- Low Noise, Moderate Noise and Loud Noise.
- Outdoor Weather Conditions.

**Signatures:** I have read this job description and fully understand the requirements set forth therein. I accept this position and agree to abide by the requirements set forth, and will perform all duties and responsibilities to the best of my ability.

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**Employee Signature**

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**Date**

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**Administrator**

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**Date**