



SERRA CENTER JOB DESCRIPTION

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DEPARTMENT: Administration

POSITION: Program Supervisor - Supported Living Services

DEFINITION: The Program Supervisor oversees a caseload of clients from the agency's Supported Living Services. The Program Supervisor is responsible for the supervision, training and evaluation of Coordinators and Instructors working directly with the clients on their caseload. The Program Supervisor is directly responsible for development of each client's Individual Support Plan (ISP) and ensuring that individuals served are receiving support and training in accordance with this plan. This position is directly responsible for the development of the Supported Living Services program to include fiscal management, referral, assessment, intake and coordination of services.

QUALIFICATIONS: A minimum of a Bachelor's of Science with emphasis in social services or related field. A minimum of two years experience with prior supervisory experience. Prior experience in a non-profit environment working with the developmentally disabled population is preferred. Must possess excellent written and verbal communication and math skills. Knowledge of computers required – Excel, Word and Windows. Must possess experience and skill with case management, assessment and analysis. Knowledge and experience of Title 17 and the DDS system, securing and managing applicable public benefits is required. Ability to Lead, multi-task and meet deadlines is a must. Individual must possess initiative and work well with others in a team-oriented environment.

ACCOUNTABLE TO: Chief Executive Officer

EXAMPLES OF WORK DUTIES: (Any one position may not include all of the following, nor do all of the listed examples include all duties and responsibilities which may be required in each position).

1. Overall supervision and direction of the Supported Living Services Program.
2. Maintain SLS program budget, ensure client POS Contracts/SLS Budgets are renewed and adjusted timely, in accordance with client's changing needs and IHSS hour changes.
3. Perform Assessments on new perspective clients. Complete intake process, program interview, program placement and client orientation for new admits to the program.
4. Complete discharge papers, perform designated assessment procedures and act as a resource person for new placement process.
5. Develop Individual Support Plans (ISP's) for clientele and ensure principles of Person-Centered Planning. Incorporate and coordinate support with other public and private agencies to maximize use of other community and generic resources.
6. Perform on-going assessment of current client's abilities, needs, choices and adjust client's support where appropriate, per the ID Team.



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7. Observe participants behaviors and consult with primary physicians, agencies and family/guardians regarding needed services; coordinate and schedule IDT meetings for each person. Ensure the protection of clients' rights.
8. Ensure a safe and therapeutic environment is maintained by developing and communicating procedures with participants, visitors, and staff.
9. Responsible for maintaining and updating of client records. Ensure client and program required documentation/reports are completed, data is reliable/valid and being collected and summarized appropriately. Review progress notes, quarterly reports and daily activities to ensure compliance with all regulations.
10. Review and distribute reports/documentation timely and in accordance with Title 17 Regulations and Serra Center policy.
11. Ensure Mandated Reporter requirements are followed. Compile Special Incident Reports (SIR) and inform appropriate parties regarding incidents involving vocation, day, social, recreational, behavioral, personal living and community service programs.
12. Ensure standards of care are maintained and monitor participant's mental and physical health to enable appropriate treatment/intervention/prevention of problems.
13. Facilitate communication with families, case managers and others as they apply to the agency and clientele.
14. Work with the HR Manager to meet program recruitment needs.
15. Provide guidance, training, support and performance evaluations to Coordinators and Instructors; with emphasis on enhancing skill and knowledge.
16. Develop and maintain working relationships with all team members, including the people we serve, RCEB, family members, guardians, fiduciaries, day programs advocates, etc.
17. Ensure client safety and protection by continually providing community awareness training, working with the police when necessary, developing interventions in crisis – to include organizing special staffing to develop appropriate means for interventions.
18. Implement Quality Assurance practices to ensure client satisfaction and program quality.
19. Perform program evaluation/assessments as required, assigned.
20. Possess a working knowledge of Title 17 Regulations and keep informed of regulatory changes. Ensure that the SLS program is routinely in compliance with Title 17.
21. Attend regional SLS provider and other meetings as required or assigned.
22. Serve as an Administrative Team Member of the agency; serve back-up after hours on-call rotation approximately every 3-4 weeks. Participate in agency committees and events as required or assigned.
23. Perform other related duties and assignments as required/assigned.