

	<b>Position Description:</b> Developmental Services Supervisor	
	<b>Department:</b> Developmental Services	<b>Position Created:</b>
	<b>Services:</b>	
	<b>Unit:</b>	
<b>Employee Name:</b>	<b>Effective Date:</b> 02/05/2018	<b>Position Number:</b> P3010
<b>Supervisor:</b> RIHS BOD/Designee <b>Position Classification:</b> Casework Supervisor (Level 1)	<b>Employment Status Code:</b> Full-Time	<b>Last Reviewed/Update Date:</b>
<b>MCR Code:</b> P3010	<b>FLSA Code:</b> Non-Exempt	<b>Approval:</b>

## SUMMARY

This is a full-time non-exempt position that is responsible for the provision and coordination of all Westmoreland County's Administrative Entity's delegated services in accordance with applicable provisions of Pennsylvania statute and regulation. These Developmental Services will be provided to clients and their families who live or receive services in Westmoreland County. Responsibilities include providing direct supervision and assignment to a team of Developmental Services Support Specialists and Part Time Clerical Support Staff. Provide a strong leadership role in relation to reviewing, analyzing, evaluating, monitoring and coordinating program objectives. Other aspects of this position will include resource development/management and liaison with the Westmoreland County Behavioral Health/Developmental Services, Westmoreland County Assistance Office (COMPASS Community Partner), Westmoreland Casemanagement and Support's SCO and RIHS contracted Psychologist. Primary work hours will be Monday through Friday, 8:30 am to 4:30 pm with a 1/2-hour lunch (37.5/week) unless otherwise agreed upon.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Includes the following, (other duties may be assigned as deemed necessary by management):

### **Compliance:**

Adheres to RIHS, county, state, and federal regulations governing Developmental Services. Attends specially designed training programs provided through RIHS, county, state, and federal agencies.

### **Leadership Responsibilities:**

Provide the appropriate level of leadership to each team member by demonstrating effective techniques such as instruction, coordination, modeling and monitoring. Facilitate team meetings as needed, schedule individual supervision meetings to assist employees in managing specific situations. Keep team members up to date with program needs and changes, as well as provide ongoing feedback on work performance. Provide necessary reports and ensure deadlines meet program, county and state regulations. Lead role in managing and developing resources which include but are not limited to community resources and services for families, up to date principles of Everyday Lives and Supporting Families throughout the Lifespan materials. Act as liaison with Westmoreland County Behavioral Health/Developmental Services, Westmoreland County Assistance Office (COMPASS Community Partner), Westmoreland Casemanagement and Support's SCO and RIHS contracted Psychologist.

### **Supervisory Responsibilities:**

The DS Supervisor reports to the RIHS Board of Directors or the RIHS Board designee. This position

provides direct supervision and assignment to a team of Developmental Services Support Specialists and a Part Time Clerical Support Staff. Carry out supervisory responsibilities in accordance with the organization's policy and applicable laws. Responsibilities include interviewing applicants, training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. Complete annual evaluations on all assigned staff. Provide bi-weekly supervision as needed. Adheres to and enforce agency personnel policies.

***Staff Development/Training:***

Provide direct supervision, training, assistance and evaluation on all program policies, procedures, and expectations of services in line with agency protocol, County BH/DS directives, and Waiver regulations. Encourage and energize staff to accomplish goals and demonstrate a concern for honesty and integrity. Provide day-to-day supervision, coordination, and implementation of program goals and standards to aid the staff to manage and organize their work activities.

***Problem Solving/Decision Making:***

Demonstrates the ability to participate in the decision-making process. Motivate staff to build on their strengths that are demonstrated and develop specific strategies to remedy performance deficiencies.

***Data Base/Record Keeping:***

Responsible for the maintenance and updating client information system as needed. Ensure all staff are properly trained when using the ODP HCSIS automated web-based reporting system. Maintain specific program reports in all program areas including those corresponding with agency needs.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

***Education and/or Experience:***

Bachelor's Degree (BA/BS) in Social Service or related field, preferably supervisory experience, and 3 years in BH/DS Case Management work experience. Knowledge of Developmental Services provider network and community resource system. Understanding of basic management principles, excellent communication, time management and computer skills.

***Language Skills:***

The ability to read, analyze, and interpret general business information, periodicals, professional journals, technical procedures, or governmental bulletins/regulations. Ability to write reports, business correspondence, and procedure manuals. Effectively present information, and respond to questions from agency, county, and state representatives.

***Certificates, Licenses, Registrations:***

Valid PA driver's license, Proof of valid Auto Insurance, ACT 33 (Child Abuse), ACT 34 (Criminal Record) and FBI Clearance. There will be monthly screenings of PA Medichex List, LEIE and EPLS.

***Physical/Mental Demands:***

While performing the duties of this job, the employee is regularly required to operate a motor vehicle, sit, stand, walk, bend and lift objects of up to 10 pounds. The employee regularly uses a computer, phone, fax, copier and other essential office equipment to carry out daily work assignments.

Substantial problem solving in response to urgent/emergency situations, which may require immediate action. Ability to apply principles of leadership and management in daily practice.

***Work Environment:***

While performing the duties of this job, the employee regularly works in an office environment, requiring travel to satellite offices as needed. The employee may be required to work outside the office environment in relation to needs of the providers, consumers and/or regulating agencies. Exposure to outside weather conditions will exist. The noise level in the work environment is usually moderate.

***Reasonable Accommodation:***

It is RIHS's business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with disabilities.

**This position description is not an employment agreement or contract, but rather a description of the expectations of job duties and responsibilities as assigned to this position. Management has the exclusive right to alter the scope of work within the framework of this position description and the position classification, at any time without prior notice.**

*This job description accurately reflects the duties and responsibilities of this position and assignment to the appropriate position classification.*

Board of Director Designee \_\_\_\_\_ Date: \_\_\_\_\_

*The employee's signature below validates that the employee understands this job description and accepts responsibility for all job duties and responsibilities indicated for this position. The Supervisor's signature below validates presentation of the job description to the employee on the date indicated.*

Employee Signature \_\_\_\_\_ Date: \_\_\_\_\_

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

Supervisor Signature \_\_\_\_\_ Date: \_\_\_\_\_