

JOB DESCRIPTION

JOB TITLE: Resident Supervisor

JOB RESPONSIBILITIES: Responsible for the direct supervision of clients in the facility on a 24-hour basis.

Essential functions of this job include, but are not limited to:

OPERATIONAL DUTIES

Reads, initials, and dates action reports and shift reports within first 60 minutes of shift.

Checks all perimeter doors at the onset and end of each shift to ensure they are locked and alarms are armed. Records results of check on shift report each shift.

Performs radio checks at the onset of each shift. Reports all radio issues/problems to supervisor. Documents check on shift report.

**Print 24 hour Destination at the beginning of every shift.

Maintains chain of custody for facility keys. Does effective key transfer at shift change accounting for all keys and tracks keys at all times. Follows emergency key procedures.

Consistently adheres to, enforces, and effectively implements Agency and program policies and procedures and keeps current of any changes in policies and procedures.

**Accurately accounts for the whereabouts of each client by conducting and documenting facility whereabouts three (3) times per shift in accordance with Agency policy and procedures.

Maintains an active presence on the floor (common and dorm areas) by conducting frequent circulations of the facility at a minimum 60 minute interval. Checks for unsafe conditions and facility and dorm cleanliness. Documents and corrects conditions/takes steps to correct conditions as required.

Completes scheduled activities including, but not limited to: intakes, random alco-sensor tests, urine drug screens, dorm searches, pat downs, and emergency drills (fire, tornado, etc.) in accordance with established policies and procedures.

Supervises the daily activities of clients while in the facility to include, but not limited to: clean up, signing in and out of the facility, recreation, visitation, and meal times.

Intervenes as necessary to protect clients from injuring other clients, staff, and/or themselves according to policy.

Effectively communicates emergency situations in a timely manner to co-workers and a facility supervisor as required. Completes required documentation in an accurate timely manner.

Notifies a facility supervisor immediately when law enforcement officers and/or fire department, EMS personnel are called to the facility.

Conducts client intakes. Ensures that all forms are filled out accurately and completely (e.g., are signed by the client and the staff member).

Maintains confidentiality of client files and individual client logs.

Writes required amount of client logs.

Completes accurate data entry to include, but not limited to: client logs, action reports and classifications, alco-sensor results, search reports, reward reports, and sign in/sign outs.

Accurately completes the following documentation during the shifts: whereabouts/counts, shift reports, individual logs, action reports, circulations, perimeter checks, electronic monitoring calls, and daily clean up lists. Obtains verification of whereabouts from clients when necessary (e.g., pass verifications, job search itinerary).

Documents unusual activity, vandalism, maintenance issues, injuries, and medical concerns as needed. Notifies appropriate supervisor as necessary.

Updates or creates destination records and/or scheduled events in CMIS according to facility procedures with supervisory or appropriate staff permission

**Completes pass calls and documents outcome as required by program procedures.

**Assists with and accurately documents job checks by phone when needed and/or directed in the absence of employment personnel.

Conducts alcohol testing in accordance with Agency policy and procedure. Records results in CMIS.

Collects urine specimens in accordance with Agency policy and procedure.

**Accurately orders client meals and submits order to kitchen in accordance with policy. Oversees meal count, meal temperature, and distribution. Stores and disposes of meals according to procedures.

**Completes monthly meal audits and completes necessary paperwork as directed.

Monitors client visitation periods. Terminates visitation according to program procedures as necessary.

**Ensures outside individuals, visitors, guests, public law enforcement and safety personnel sign the appropriate documents (e.g., sign-in sheets, confidentiality agreements, etc.). Asks for identification when necessary (e.g., attorney, clergy, visitors). Pats down, wands, and searches individuals as necessary.

Searches and accepts appropriate drop off items. Does not accept contraband and excess property into the facility. Completes property drop off form or in the case of GWJ, assists deputies as necessary.

Issues an accurate receipt for all cash drop offs. Maintains security of drop off items until client receives them and distributes form upon completion.

Issues accurate receipts for the deposit of client funds (e.g., paychecks, per diems, drop offs, cash in excess of authorized placement amount). Secures money in the facility safe.

Conducts searches (e.g., pat downs, lockers, vehicles, etc.) in accordance with Agency policy and procedure. Enters information in CMIS/documents results of search.

Follows chain of custody issues with regard to contraband. Completes confiscated property log when property is returned.

Maintains clients' property storage area and accurate property log. Immediately inventories, packs, and secures property of AWOL, terminated, and hospitalized clients with another Resident Supervisor/employee present at all times.

Complies with Agency medication policy and procedures. Accurately maintains related records (e.g., logging, inventory, counts, and audits). Immediately reports any discrepancies to a facility supervisor.

Monitors client usage of staff phones and payphones. Limits use of staff phones to emergency situations.

Distributes incoming mail (U.S. and interoffice) to individuals per Agency policy and procedures.

Conducts client releases. Completes all paperwork and activities required by policy and procedures. Writes Resident Supervisor final log when a client is released from the program.

Transports clients in an Agency vehicle as needed and/or directed.

**Remains with clients when they receive emergency medical, mental health treatment when necessary or as required by the client's placement.

Staffs primary and secondary staff posts throughout the facility.

Remains at his/her post until relieved by another employee. If required to work additional hours, notifies a facility supervisor.

Fills in at other facilities as needed and/or directed by a facility supervisor.

Assists in obtaining shift coverage if taking time off.

Notifies, Shift Supervisors, Lead Resident Supervisor, Program Coordinator, Program Administrator, or Program Manager of all call-offs. Contacts other Resident Supervisors, Shift Supervisors, and/or Lead Resident Supervisor to fill shifts to ensure adequate facility staffing.

Keeps staff post clean. Monitors, orders, and maintains supplies and forms for each staff post.

Remains awake and alert while on duty to ensure responsiveness to staff, client, and/or facility needs.

*Transports clients as directed and follows Agency standards, rules, regulations, and all laws for safe transport.

*Accurately records mileage, gas usage, and other pertinent information when transporting clients in Agency vehicles.

*Effectively communicates transport problems to supervisor.

*Monitors Agency vehicle use and maintenance needs and accurately reports any problems to Facilities Manager.

COMMUNICATION AND INTERPERSONAL SKILLS

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients' prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Effectively communicates pertinent information at shift change to co-workers and/or program management staff (e.g., client hospitalizations, suicide watches, federal incident reports, AWOL /escaped clients, unknown whereabouts).

Maintains telephone coverage during hours on duty. Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

MODELING SKILLS

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

KNOWLEDGE

Facilitates groups as assigned or directed.

Assists clients in role playing difficult situations to achieve a more positive result.

Demonstrates an understanding of the principles of cognitive-behavioral therapy.

Assists clients in efforts to problem solve.

Demonstrates an understanding of the principles of social learning.

OTHER

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Obtains required training hours on an annual basis.

Attends staff meetings and required training sessions.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Regular work schedule of 40 hours per week which may include weekends (designated full-time Resident Supervisors).

*Duties and qualifications marked with one asterisk pertain to Resident Supervisors who drive an Agency vehicle in the course of their jobs.

**Duties marked with two asterisks do not apply to GWJ Resident Supervisors.

STRENGTH RATING/

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; climb and balance; and talk and hear. The employee is frequently required to sit; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust to focus.

WORK

ENVIRONMENT: While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.

QUALIFICATIONS: High School diploma or equivalent required. Associate's Degree in human services field preferred. Relevant job experience may be substituted for preferred college degree. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population. *Must possess a valid Ohio driver's license and a driving record that does not preclude the employee from being covered by Agency liability insurance.