

JOB DESCRIPTION

JOB TITLE: Shift Supervisor 1 (SS1) / Shift Supervisor 2 (SS2)

JOB RESPONSIBILITIES: Responsible for the direct supervision of the clients in the facility on a 24 hour basis. Responsible for assisting with the supervision and evaluation of Resident Supervisors. Also responsible for reporting observations or concerns to the Lead Resident Supervisor, Program Coordinator, or Program Administrator.

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

Effectively orients and trains supervised employees in job duties.

SS1: Coordinates performance evaluation meeting with Resident Supervisor and Lead Resident Supervisor/Operations Coordinator. Provides input on evaluations and leads performance evaluation meeting.

SS1: In conjunction with the Lead Resident Supervisor effectively addresses disciplinary issues with supervised employees; accurately and thoroughly documents and processes disciplinary actions in a timely manner and in accordance with policies and procedures

SS 1: Ensures supervised employees meet minimum training requirements and monitors training attendance.

SS1: Under the Lead Resident Supervisor's guidance, provides supervision for Resident Supervisor and Shift Supervisor 2 staff. Resolves any issues or problems as directed by the Lead Resident Supervisor.

SS1: Maintains action logs on supervised staff on a regular basis.

SS2: Provides supervision under the Lead Resident Supervisor's guidance for the entire shift on SS1's regularly scheduled days off and/or SS1's other scheduled time off.

SS2: Provides input on evaluations and disciplinary actions for shift members.

Completes Resident Supervisor 30-day Training Checklist with all new Resident Supervisors and forwards completed forms to Lead Resident Supervisor for placement in the employee's training file. Ensures training is in accordance with Resident Supervisor Handbook and Agency policies and procedures.

Maintains an active presence to observe shift actively and orderly operating on shift. Provides immediate redirection.

Receives call-off phone calls from Resident Supervisors while on duty. Contacts other Resident Supervisors, other Shift Supervisors, and/or Lead Resident Supervisors to fill shifts and ensure adequate facility staffing. Notifies Lead Resident Supervisor or Program Administrator, of all call-offs.

Identifies and resolves problems that may occur during a shift and informs Lead Resident Supervisor, Program Administrator, or Program Manager, of status and/or any needed follow up in a timely manner.

Confirms all documentation, (e.g., whereabouts, shift report, action reports, client logs, sign-in/sign-out destination records, intake packets, pass calls, checks, etc.), shift duties, and scheduled activities have been completed thoroughly and accurately prior to the end of the shift.

Documents unusual activity, vandalism, maintenance and safety issues, injuries, and medical concerns as needed. Notifies appropriate supervisor as necessary. Provides quality assurance of same. Completes timely and accurate maintenance requests in CMIS.

Effectively communicates emergency situations in a timely manner to Lead Resident Supervisor, Caseworker, Program Administrator, and Program Manager as required.

Maintains open communication with Lead Resident Supervisor, Program Coordinator, or Program Administrator to keep him/her apprised of any staffing, shift, facility, and safety issues.

Assists with facility audit preparation.

Performs Resident Supervisor duties. Ensures Resident Supervisor duties are performed according to policies and procedures. Follows up with Resident Supervisors who have not performed duties and provides additional training as necessary.

Prints 24-hour destination at onset of shift.

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

Conducts client releases; completes all paperwork as required by policy and procedure.

Conducts frequent rounds of the facility, checks for unsafe conditions and facility cleanliness, and documents and corrects conditions/takes steps to correct conditions as required. Completes safety and sanitation list weekly.

Effectively communicates pertinent information at shift change to coworkers and/or program management staff.

Assist with co-facilitation of staff meetings. Conducts training as needed/directed in meetings.

Maintains clients' property storage area and accurate property logs. Inventories, packs, and secures property of AWOL clients.

Maintains office telephone coverage during hours on duty. Ensures that staff answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Takes urine drug screens in accordance with Agency policy and procedure.

Ensures that all packages and persons entering the facility are secured in accordance with program guidelines.

Maintains an accurate log of all property dropped off to clients. Issues an accurate receipt for all cash drop offs. Maintains security of drop off items until clients receive them.

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

Distributes incoming mail to the appropriate individuals per Agency policy.

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

Monitors client visitation periods.

Accurately orders client meals and submits order to kitchen in accordance with policy. Oversees meal count and distribution.

Interacts professionally with staff, visitors, guests, and the public. Ensures outside individuals sign the appropriate documents (e.g., sign-in sheets, confidentiality agreements, etc.). Asks for identification when necessary (e.g., attorney, clergy, etc.).

Monitors client usage of staff phones and payphones.

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

Conducts monthly meal audit as scheduled with other program staff. Completes necessary paperwork.

Maintains confidentiality of client files and individual client logs.

Opens and maintains productive communication with clients while maintaining a professional relationship with clients. Interacts with clients and answers their questions. De-escalates potentially volatile situations between clients when necessary.

Intervenes as necessary to protect clients from injuring other clients and or themselves.

Completes monthly schedules for assigned shift.

Staffs primary and secondary staff posts throughout the facility. Ensures Resident Supervisors maintain an active presence on the floor, in dorms, and common areas, etc.

Fills in at other facilities as needed and or directed by Lead Resident Supervisor, Program Coordinator, Program Administrator, Program Manager, or any other supervisor.

Assists in obtaining shift coverage if taking time off.

Remains at his/her post until relieved by another employee. If required to work additional hours, notifies the Lead Resident Supervisor to secure approval.

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

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

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

*Effectively communicates transport problems to supervisor.

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

Accompanies clients/ensures clients are accompanied when they are transported to seek emergency medical treatment relative to their physical or mental health.

Completes monthly reports for their shift.

Assures that all shift duties are accurately and thoroughly completed at the end of the shift.

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 (*applies to What Works facilities only*).

Assists clients in efforts to problem solve.

Demonstrates an understanding of the principles of social learning (*applies to What Works facilities only*).

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.

OTHER

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.

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

Regular work schedule of 40 hours per week that includes weekends. Shift Supervisor 2 covers Shift Supervisor 1's scheduled days off. (Generally, SS1 is in charge five days per week and SS2 is in charge two days per week).

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 Social Science preferred. Minimum of 6-12 months direct residential experience preferred. Flexible schedule including various evening and weekend hours. Must possess valid Ohio driver's license and a driving record that does not preclude the employee from being covered by Agency liability insurance. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.

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