

Center: 350
Job Code: 1137
Role:
Career MS-B
Band:
FLSA: Non-Exempt
EEO: 39-1021
HIPAA T
Code:

Job Profile

JOB TITLE: Proctor Supervisor

JOB SUMMARY: Provide both clinical and non-clinical foster care services to an assigned caseload of clients. Will provide ongoing case management services to children in the Therapeutic Foster Care program. This includes ongoing treatment planning, acting as a community/agency liaison, advocacy and in home/school interventions.

REPORTS TO: Regional Manager or Assistant Regional Manager

Section I. Competencies

1. Safety First – You act in accordance with our safety policies, procedures and Center approved practices. You exercise good judgment when confronted with safety related decisions. Your actions demonstrate that your first concern is to insure the safety of our clients / consumers, yourself, staff, community, and others (includes but is not limited to safe driving, safe working area, and safe living environment).

2. Customer Service- You are viewed by others as professional, approachable, friendly, and helpful. You see yourself as the face, the reputation, and the integrity of Devereux. You demonstrate knowledge of your customers (internal and external) and take steps to understand and address their current needs, and anticipate future needs. You are sensitive to the importance of customer satisfaction, and interactions result in positive outcomes.

3. Responsibility – You hold yourself accountable for desired outcomes and for meeting expectations. You work diligently to achieve goals, minimize risk, and take responsibility and ownership of your own actions, work product, and services provided. You demonstrate this by completing assignments on time, working independently, and by being dependable. You get the job done, report to work as scheduled and on time. You use leave appropriately and comply with reporting absences in accordance with our procedure.

4. Respectful – You treat others fairly, consistently, and with dignity. You display personal and professional boundaries. You use positive and pro-social interactions. You resolve conflict constructively, directly, and professionally. Finally, you clearly welcome and accept the differences in others and work well with others in a diverse environment.

5. Team Focused – You understand your role on the team and contribute towards its success. You place the team's interests ahead of your own. You work cooperatively with others and you actively listen. You bring new ideas and energy to the group. You actively support team decisions once they are made.

6. Capable Communicator – You readily share information or knowledge needed by others. You routinely promote open communication by seeking and providing feedback. You effectively and appropriately convey your thoughts both verbally and in writing so that others understand. You utilize communication technology effectively, responsibly, and within policy.

7. Positive Initiative – You lead and influence others by example. You take pride in your work, and demonstrate a “can do” attitude while completing assignments and / or when challenged with obstacles. You effectively manage unexpected events, and you act on opportunities to improve the services that we provide to our customers.

Section II. Professional Skills

1.*Case Management- Provides regular weekly visits and support, direction and feedback to Proctor Parents, families, collaterals and clients. Leads Proctor team meetings.

2.*Crisis Management- Demonstrates an ability to respond appropriately in a calm, thoughtful manner that provides

support, clear direction and expectations to Proctor Parents, families, collaterals and clients.

3.*System Intervention- Acts as lead person between the program and the treatment team through written and documented telephone communication, as well as facilitation of meetings, to effect change in the best interest of the client.

4.*Time Management- Able to organize and schedule tasks to ensure maintenance and completion of all duties.

5.*Documentation – All paperwork including, but not limited to, treatment plans and reviews, all reports, and comprehensive assessments are done according to state and Devereux requirements. Documents are to be complete and submitted on time.

6. *Transportation – Ensures access to a personal vehicle, maintains a valid driver's license, state mandated levels of insurance and up to date registration and inspection. Ensures verification of safe driving, through annual submission of state driving record.

7. *Acquires and maintains thorough knowledge of Devereux Therapeutic Foster Care Program philosophy, policies and procedures.

*Denotes Essential Function

All Supervisory jobs must include the following responsibilities:

Staff Leadership / Development: All staff assessments are completed on-time. Supervisor sets clear performance expectations with staff, provides training, and uses prompts, modeling, and management by walking around to promote effective performance. Conducts observations and provides timely feedback and praise or coaching to help staff achieve competency in essential skills. Demonstrates that corrective action and/or development plans are consistently developed, adhered to and appropriate follow-up is taken. Exhibits effective conflict resolution skills and directs team in a fair and supportive manner. Further, demonstrates that human resources policies, procedures, and practices are consistently applied. Demonstrates ability to enhance supervisory / staff communications by documenting that team meetings are conducted and communication occurs consistently with direct reports.

Section III. Job Specifications

EDUCATION: BS/BA in Social Work, Sociology, or Psychology required. Masters Degree preferred.

EXPERIENCE: Minimum two years experience working with children, adolescents and families; some supervisory experience preferred and previous therapeutic foster care experience preferred; knowledge of managed care principles a plus.

PHYSICAL REQUIREMENTS: Requires walking and standing $\frac{1}{2}$ to $\frac{3}{4}$ of the workday; $\frac{1}{4}$ to $\frac{1}{2}$ of the workday sitting. Frequently requires stooping, bending, kneeling. Requires vision and physical ability to conduct home-visits. Significant and frequent use of physical requirements associated with verbal and written communication. Possible exposure to bloodborne pathogens. . Must be free of dependency and abuse of illegal or illicit drugs, alcohol, inhalants, or other chemical substances or controlled substances

CORE CURRICULUM (recommended training): Introduction to Individuals Served, Fire Safety, Blood Borne Pathogens, Crisis/Prevention Intervention, New Directions, Corporate Compliance, QPR, Sexual Harassment, Drug-Free Workplace, Workers' Compensation procedures, Documentation, Treatment Plan Implementation.

LEVEL OF SUPERVISION: Moderate

OCCUPATIONAL EXPOSURE: Regularly works with clients with unpredictable behavior. Regularly works inside in areas that are adequately ventilated and lighted. Some fluctuation in temperature. May occasionally work outside while driving

to and from home-visits or other client related treatment activity.

In keeping with Devereux's philosophy that each individual should be encouraged to reach his or her full potential, and in compliance with the Americans with Disabilities Act (ADA), reasonable accommodations or modifications will be made for qualified individuals with disabilities to allow such individuals with disabilities to perform the essential functions of this position.

Manager/Supervisor Review: _____ **Date:** _____

Employee Acknowledgement of Receipt: _____ **Date:** _____