



Operations Supervisor Job Description

Qualifications

This position requires a person with interests and abilities in the area of working with clients with developmental disabilities. There will be an evaluation of the applicants' attitudes and skills in the field. Employee must be able to demonstrate competence to full fill the responsibilities of a Designated Coordinator. Employee must have experience with MAC OS and office 365 (outlook, excel and word.) Employee must have strong attention to detail with high accuracy, problem solving and multi-tasking skills. Employee must have excellent communication skills and effective organizational skills. Each employee must meet licensing requirements for physical condition and criminal clearance. Each employee must show proof of a valid driver's license with a clean driving record.

Conditions

The first six months of employment will be considered a probationary period. During the probationary period the employee will be evaluated.

Availability

Operations Supervisor must be available M-F daytime hours and must be willing to respond and assist after hours as needed. Operations Supervisor must work some hours remote and will provide their own secure internet. Weekends and holidays are not regular expectations of this position, but supervisors may need to be available to respond to emergency situations.

Reports To:

This position reports directly to the Assistant Directors.

Responsibilities:

- Organize your day
- Delegate tasks to the Program Leaders and follow up on completion and accuracy
- Emails
- ESJ Changes
- Maintain deputy journal counseling entries for Program Leaders
- Complete and keep current with Required Training
- Oversee the homes and Program Leaders you are designated DC responsibilities for
- Review documentation completed by Program Leaders
- Schedule and facilitate clinical meetings for clients in your DC locations

- Read Deputy newsfeed regularly and respond accordingly
- Assist Program Leaders with serious performance concerns and/or meetings for DCS
- Assist Program Leaders with developing and training on client support plans
- Check in w/ Program Leaders
- Complete DC checks on site at least every 6 months or as needed
- Assist Program Leaders in Annual Service Plan meeting preparations and review all paperwork and plans
- Ensure EUMRs are submitted to you, complete DC sections and submit to DM and/or designated person completing BIRFs
- Review Timesheets and GPS punches for your DC houses
- Buy birthday gifts (from Phyxius) for your Program Leaders on their birthdays
- Other individuals duties as assigned
- Assign and review monthly medication reviews
- Coordinate staff training and facilitate with Program Leader
- Attend team meetings and contribute input
- Attend various Phyxius meetings such as Program Leader meeting, Operations Supervisor meetings and any others designated
- Full fill after hours on call responsibilities during assigned months
- Oversee Book Purging at the end of the year
- Demonstrate leadership and positive attitude
- Maintain a high level of trust and confidentiality
- Respond timely and accurately in a helpful manner on samepage/email/deputy.
- Maintain a professional appearance in meetings/appointments and when representing our company.
- Collaborate and work well with others on your team

Date 05/10/23

Signed *Amber Norlund*
Amber Norlund (May 10, 2023 07:50 CDT)

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Final Audit Report

2023-05-10

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