

SAS RESIDENTIAL STAFF SUPERVISOR

ESSENTIAL FUNCTION:

The Residential Staff Supervisor is responsible for the training and supervision of all Residential Assistants working in Substance Abuse Services residential facilities. Responsibilities include training and supervision of Residential Assistants. The Residential Staff Supervisor ensures compliance with all contractual requirements of FBOP contract and provides and promotes outstanding internal and external customer service.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Provide outstanding internal and external customer service by promoting and utilizing cordial, respectful, and professional communication and interactions. This includes, but is not limited to, promoting and modeling prompt, pleasant, personable, focused, responsive, and appreciative interactions. This also includes consistently returning phone calls and e-mails within 24 hours and updating voicemail/out of office e-mail, as well as consistently using a positive and a professional tone and attitude. The incumbent is expected to consistently meet the outstanding internal and external customer service requirements for this position.
2. Assist Residential Staff Manager in developing training and orientation materials to ensure Residential Assistants are skilled in job duties and comply with all licensure and contractual obligations. Assist in developing training calendar of all required FBOP annual training for all staff working under FBOP contract.
3. Assist Residential Staff Manager in obtaining maximum performance of assigned staff by monitoring performance standards, prioritizing assignments, motivating enhanced effectiveness and leading by example.
4. Assist Residential Staff Manager in the scheduling of Residential Assistants (RA's) and management of turn sheets for coverage. Residential Staff Supervisor will assist the Residential Staff Manager in insuring completion of duties assigned to Residential Assistants and compliance with contractual, safety, and licensure standards.
5. Assist Residential Staff Manager by ensuring new and ongoing staff maintain up-to-date certifications, tests, etc. (TB skin testing, First Aid, CPR, etc.).
6. Assist Residential Staff Manager in monitoring and ensuring compliance to all contractual accreditation & licensure requirements, including but not limited to FBOP, DASA, DOC, CARF, etc.
7. Attend monthly staff meetings with Residential Staff Manager and assigned staff to provide information and facilitate teamwork.
8. Residential Staff Supervisor shall be on call as available to provide assistance to Residential Assistant's in emergencies and to address resident problems.
9. Assist in collection of urine samples for testing, collecting samples when needed. Ensure appropriate numbers of urine drops are collected to meet contract requirements.
10. Ensure resident rooms, personal belongings and cars are searched for drugs, weapons or other contraband as required or as needed.
11. Meet agency best practice standards for Residential Staff Supervisor (see attached).

OTHER DUTIES

1. Participate in trainings, workshops and meetings designed to improve knowledge and enhance job-related skills.
2. Attend staff meetings and other Corporation meetings as needed. Interact appropriately with other staff.
3. Perform other duties not inconsistent with regularly assigned duties as requested.

ESSENTIAL KNOWLEDGE AND SKILLS

1. Knowledge of supervisory techniques.
2. Knowledge of external regulations (e.g., Federal Bureau of Prisons, FSSMC, Office of Alcoholism and Substance Abuse, etc.).
3. Knowledge of Corporation/Division policies and procedures.
4. Knowledge of fire and other safety codes and requirements.
5. Skill in customer service techniques.
6. Skill in training techniques.
7. Skill in oral and written communication.
8. Skill in reading and interpreting written regulations.
9. Skill in use of word processing and spreadsheet software applications.
10. Skill in team building.
11. Knowledge of cleaning and maintenance products, machines, techniques and schedules.
12. Knowledge of dietary and food sanitation techniques.
13. Skill in safe driving.
14. Skill in urine specimen collection.

RESPONSIBILITY

A. Supervisory controls

The Residential Staff Supervisor is supervised by the Residential Staff Manager (or the Clinical Manager of Residential Services in his/her absence). The Facilities Manager may provide direction as well. While many assignments are defined by contract or guidelines, the Residential Staff Supervisor must prioritize, assign and monitor completion of other activities. Unusual or problematic situations are to be brought to supervisor.

B. Guidelines

The Residential Staff Supervisor follows Corporation and program policies and procedures, Public Health Safety Codes, checklists, Federal Bureau of Prisons contract Statement of Work and Dietitians menus.

DIFFICULTY

A. Complexity

The position of Residential Staff Supervisor involves varied duties with many unrelated processes based on a number of different types of jobs. The problems to be solved on a daily basis vary in complexity.

B. Scope and Effect

Under the direction of the Residential Staff Manager, the Residential Staff Supervisor oversees all activities concerned with employee performance in the operation of all SAS residential programs. The Residential Staff Supervisor supervises staff to ensure compliance with contractual obligations. The Residential Staff Supervisors performance can affect the physical and emotional well being of clients and the performance of several external contracts.

PERSONAL RELATIONSHIPS AND THEIR PURPOSE

Primary interactions are with the residential staff to ensure the smooth running of the facilities and compliance to contractual obligations.

ENVIRONMENTAL DEMANDS

A. Physical Requirements

While much of the work is somewhat sedentary, the Residential Staff Supervisor may occasionally engage in strenuous physical activity when assisting in or demonstrating janitorial or other maintenance tasks. He/she is also subject to occasional lifting of items over 50 pounds.

B. Work Environment

Work is primarily performed indoors, however, some duties are performed outside in all types of weather. He/she may be exposed to machinery with moving parts. May also faces some hazards due to handling of client urine when urine drops are obtained. (HBV Level 1).

MINIMUM CREDENTIAL/REQUIREMENTS

The Residential Staff Supervisor requires a high school diploma/GED and 3 years supervisory experience or a BS degree and 1 year supervisory experience. Must have the ability to supervise and manage a staff of approximately 25. Candidate must have proficiency in word-processing programs and other computer software a plus. Candidate must also have the ability to pass all required background checks such as FBOP fingerprinting, CANTS checks and drug screen. Must obtain First Aid and CPR certification within the first three (3) months of hire and maintain per certification requirements. Candidate must have a valid Illinois driver's license and have a safe driving record.

Management staff in positions that require use of automated/electronic systems, including automated documentation systems, are required to have computer and keyboarding experience and skills or the ability to develop such skills within required timeframes in order to meet the level of proficiency set by the agency. Management staff utilizing electronic/automated systems, including automated documentation systems, will be required to undergo a computer and keyboarding assessment test to determine proficiency.

Level No: 8.3, DOL Status: Non-exempt

Signed in Acceptance: _____ **Date:** _____
(Revised 5/05), 8/07, 2/2010

Residential Staff Supervisor

ENVIRONMENTAL CONDITIONS		COMMENTS
1. Environment Inside <u>75</u> % Outside <u>25</u> %		
2. Extreme cold with or without temperature changes	Occasional	Driving during cold weather
3. Extreme heat with or without temperature changes	Occasional	Driving during warm weather
4. Wet and/or humid	Occasional	Driving during wet or humid weather
5. Noise Estimated maximum number of decibels	Normal range	Noise of traffic when transporting patients. Normal vehicle vibrations and road conditions.
6. Vibration	Yes	
7. Hazards Mechanical <u> </u> Electrical <u> </u> Burns <u> </u> Explosives <u> </u> Radiant Energy <u> </u> Other <u> </u>	<u>Limited</u> <u>Limited</u> <u>No</u> <u>No</u> <u>No</u> <u>Yes</u>	Vehicle Office machinery Traffic hazards while transporting patients, client interactions.
8. Atmospheric Conditions Fumes <u> </u> Odors <u> </u> Dusts <u> </u> Mists <u> </u> Gases <u> </u> Poor Ventilation <u> </u> Other <u> </u>	<u>Yes</u> <u>Yes</u> <u>No</u> <u>Yes</u> <u>No</u> <u>Possible</u>	From vehicles. If rainy or misty outside
RATINGS E.C. 1 0 B 2 3 4 5 6 7		

PROTECTIVE CLOTHING OR PERSONAL DEVICES

Source: U.S. Department of Labor, *Handbook for Analyzing Jobs* (Washington, D.C.: U.S. Government Printing Office, 1972): p. 339