



Murphy-Harpst

COTTAGE SUPERVISOR *Specifications*

<u>Job Title:</u>	Cottage Supervisor
<u>Supervision:</u>	Director of Residential Services
<u>Department:</u>	RBWO
<u>Location:</u>	Cedartown Campus
<u>Salary Type:</u>	Salary
<u>Schedule:</u>	Full Time

**Incumbent must be able to work traditional and non-traditional hours. This position will require weekend and evening hours in order to meet the needs of the department. Must remain on-call for unit and campus needs on a 24-hour basis (agency will provide or reimburse phone use for work purposes)*

Position Summary

The Cottage Supervisor (CS) is responsible for all aspects of maintaining a functioning residential unit. The CS is the highest-level supervisor on the unit and serves as the operative and authoritative force within the unit. An employee in this role must keep his or her direct supervisor aware of the status of their unit on a regular basis. The CS must be proactive in the approach to supervision and handling of potential problems while keeping his or her supervisor apprised of incidents or potential incidents that might affect the functioning of the unit. This role demands a high level of professionalism and open communication with other programs and departments within the Agency. This role also requires making sound decisions, problem-solving abilities and time management. The CS is responsible for making sure the basic needs of consumers in care are met, including adherence to service plans and provision of individual attention when necessary. The duties of this role require the CS to be a role model to staff members and the availability and accessibility necessary to effectively teach and coach. The CS is responsible for assuring that the basic philosophy, program guidelines, policies and procedures of the Agency are clearly articulated and enforced. This position has direct supervisory responsibility Cottage Life Assistants within his or her assigned program. This position has overall supervisory responsibility for all Cottage Staff at the Agency.

Essential Functions and Responsibilities

1. Directs the activities of Cottage Life Assistants in treatment and related programs for consumers.
2. Assumes and maintains responsibility for the administration and programming of the unit or program area
3. Plans, organizes, directs, coordinates, and evaluates service delivery to consumers.
4. Assumes and maintains responsibility for continuing education in the cottage or program area, including program orientation for new employees; ensuring direct reports complete scheduled trainings; and coaching and supervision of problem areas.
5. Plans and conducts in-service training programs for employees in areas assigned by the Director of Residential Services and/or Executive Management.
6. Maintains availability, visibility, and accessibility to ensure staff and consumer needs are met, including the proper supervision of consumers, adherence to staffing ratios, and proper handling of crisis situations.
7. Evaluates and verifies employee performance through the review of completed work assignments and work techniques, including regular supervision with direct reports regarding expectations, goals, improvement, and acknowledgement of strengths.
8. Participates in the second shift supervision rotation during weekdays, weekends, in the absence of an identified campus supervisor, and as assigned by the Director or Residential Services.
9. Participates in the On-Call Scheduling rotation (Back-Up on call) in the absence of an identified Scheduler or person serving regularly in that role.
10. Conduct interviews for vacancies within the unit as assigned.
11. Conduct monthly mandatory staff meetings, and as program realities necessitate
12. Keep his or her direct supervisor aware of the status of their unit on a regular basis, including keeping supervisor apprised of incidents or potential incidents that might affect the functioning of the unit
13. Communicate and initiate suggestions for improving job duties and unit needs and develop solutions to individual, program, or campus issues
14. Identifies staff development and training needs and ensures that training is obtained.
15. Maintains records, prepares reports, and composes correspondence relative to the work as assigned by supervisor or required by regulatory agencies.
16. Provides leadership in the formulation and implementation of treatment, training, and therapeutic objectives.
17. Ensures incident reports, individual summaries, and all regular documentation regarding the progress of consumers are completed within the required timeframe.
18. Monitors staff retention and morale, including ensuring that program staffing needs are identified and communicated to Human Resources quickly.
19. Defines program goals and objectives and confers with Human Services Professionals, Therapists, and any Consumer Planning or Service Coordination team to provide guidance in behavioral strategies
20. Orients newly admitted consumers to the program and communicates with staff any initial plans of care, safety concerns, and ways to make the consumer feel welcome
21. Serves as a liaison between staff and other program areas within the Agency.

22. Ensures effective communication with staff members by appropriately utilizing direct individual communication, meetings, logbooks, and notices through email or other messaging system.
23. Provides transportation of residents as program needs dictate or as assigned by direct supervisor.

24. Ensure the proper administration and recording of medications for consumers in accordance with policy
25. Actively promotes positive behavior by serving as a role model for consumers in areas including but not limited to appropriate peer relations, maintaining personal hygiene, conflict resolution, life skills, collaborative problem solving, self-esteem, and positive attitude.
26. Maintains a superior knowledge of behavior management principles, crisis de-escalation techniques, and Therapeutic Crisis Intervention (TCI) skill.
27. All other duties as assigned by the Director of Residential Services or Executive Leadership.

Criteria & Specifications

Competencies

Must be twenty-one (21) years of age or older, maintain a current/ valid driver's license, be able to pass a criminal records/ background check, be able to pass a drug screen, must possess a High School Diploma or equivalent, and be physically and emotionally fit to perform the job duties.

Education Requirements

1. High School Diploma or GED with three (3) years of paid residential experience in a behavioral health setting.

OR

Associates Degree with two (2) years of paid residential experience in a behavioral health setting;

OR

Bachelor's Degree with one (1) year of experience in a human services field

Preferred Education and Experience

1. Associate degree or Bachelor's Degree in a Human Services field
2. Supervisory experience in a social service setting (**Residential or Behavioral Health highly preferred**)
3. Experience working with therapeutic crisis management principles and techniques
4. Demonstrated knowledge of mental health population and common diagnoses

Additional Eligibility Qualifications

- 1. Working knowledge of a variety of software programs, including but not limited to Microsoft Word and Excel.
- 2. Must be 21 years of age or older to comply with state requirements
- 3. Must pass pre-employment background checks and have clearance before hire.
- 4. Must pass a pre-employment physical and drug screen before hire.
- 5. Must submit all required pre-employment documentation before hire

Professional Development

*Complete all mandatory quarterly educational training.

CPR First Aid (Every 2 years)	Bullying, RPPS & Mandated Reporting
TCI (annual)	TBRI
HIPAA and Confidentiality	Infection Control
Sexual Harassment	Disaster and Fire Safety
Sex Trafficking	Substance Abuse
Work Place Harassment	Web Security
Work Place Violence	Job Specific Training That Maintains the Established Competencies of This Position
Diversity and Inclusion	
DBDDH Servicing the Deaf	

**Must maintain compliance with RCCL, OPM, DFCS, and CARF regulations.*

Travel

This position may require travel outside of the assigned location. Occasionally, travel is outside the local area and overnight. Both travel and compensation require prior approval.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing all day. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position requires that incumbent be physically and emotionally fit to perform the duties outlines by being able to do the following on a regular scheduled basis: Ability to lift 60 – 120 pounds unassisted or 120 – 200 pounds with assistance. Must be highly alert with very quick reflexes in order to respond to emergency situations; able to perform Therapeutic Crisis Intervention (TCI) restraints, holds, and protective interventions without causing harm to the child, self or others.

This job operates primarily in a residential behavioral health setting. Employees are subject to the physical and emotional behavior of the consumers and occasionally require an employee to work in adversarial situations.

MHCC Standard

Ability to think globally, solve problems and have good decision-making skills, including critical thinking skills. Strong written and oral communication skills. Proficiency in computer skills, especially Outlook, Word and Excel. Ability to work in and adapt to the culture of multi-cultural, community-based organization. Commitment to maintain confidentiality. Understanding of the Agency's mission and culture and the ability to maintain appropriate boundaries with staff and clients in all circumstances.

At least twenty-one (21) years of age or older. Pass a pre-employment drug screen. Have a clean criminal background. Agency must receive DHS and/or DBHDD clearance. Have a favorable review from ten (10) year employment history, and relative/social reference. Possess a current valid State of Georgia driver's license. Provide a current three (3) year M.V.R. (motor vehicle report) if age twenty-five (25) or older.

AAP/EEO Statement:

Murphy Harpst Children’s Centers provides **equal employment opportunity** to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law.

Employee signature below constitutes employee's understanding of the requirements, essential functions, duties of the position and that this job description has been reviewed with the employee’s supervisor.

Employee Signatures_____

Date _____

This job description has been approved by all levels of management:

Manager_____

Date_____

HR_____

Date_____