



Job Descriptions (Program Supervisor)

Qualifications

An applicant must possess a bachelor's and/or master's degree in at least one of the following fields:

- Nursing
- Speech Therapy
- Physical Therapy
- Occupational Therapy
- Social Work
- Psychology
- Health Administration
- Public Health
- Health Education and/or Health Science

If applicable, an applicant shall hold a current, valid license issued by the appropriate licensing board and shall comply with containing educational requirements of the appropriate board.

An applicant shall have at least three years of experience in dealing with mental health or community services (For crisis situations).

It is preferred that the applicant have experience and knowledge of Medicaid, Medicare, and AHCCCS.

Duties and Responsibilities

A program supervisor shall:

- Make in-person supervisory visits of each direct care staff member and complete a Service Visit Evaluation form
- Schedule and/or conduct monthly environmental evaluations
- Review client expenditure ledgers as required
- Review Client Emergency Plans
- Schedule, attend, and/or conduct meetings
- Ensure that the office remains clean throughout the day and as mandated by state and federal regulations
- Review evaluation, incident, visit, disciplinary, ROI, and other agency reports monthly or as needed
- Assist in handling crisis situations as they arise
- Adhere to state and federal rules and regulations
- Adhere to the agency's policies and procedures

- Adhere to the agency's dress code
- Conduct intakes and assessments as needed
- Coordinate services
- Verify the skills and qualifications of staff
- Verify the services provided
- Ensure adequate employee scheduling
- Review client pre-service orientation forms, ISPs, medical files, and progress notes
- Review behavior management plans
- Review and/or compile agency documentation
- Conduct evaluations
- Update and maintain all aspects of the employee's point system
- Create and revise backup plans
- Have basic computer skills and access to email
- Obtain a smart phone that can download agency required apps
- Perform other duties as required by the agency

Supervision

Supervisory visits shall occur more frequently:

- If dictated by the client's ISP
- As needed to address worker performance
- To address a client's change in status
- To ensure services are provided in accordance with the ISP

Each visit shall be unannounced and shall evaluate:

- The direct care staff's ability to perform assigned duties
- Whether services are being rendered in accordance with the client's ISP
- If client goals are being met

The supervisor shall review and/or compile documentation on the following:

- The worker/client relationship
- Intakes and assessments as needed
- Coordinate services for cultural and physical accommodations for clients (i.e. Interpreters and safety equipment)
- The relationship(s) of the worker/client's affiliate(s)
- Incident forms
- The qualifications and skills of each direct care staff member
- Services provided and observations of workers performing assigned duties (Client's logs)
- Instructions and comments given to the worker during onsite visits
- Client satisfaction with service delivery
- Annual performance evaluations for each supervised staff member (To be documented and placed in the employee's files)

Employee record reviews shall be conducted at least annually for each employee and shall be conducted on the birth month of each employee (Using the Employee Status form).

Client record reviews shall be conducted at least annually for each client and shall be conducted on the birth month of each client (Using the Client Status form).

In addition to the in-person supervisory visits conducted with direct care staff, the agency shall visit the home of each client on a quarterly basis to assess whether:

- The client's service plan is adequate
- The client's service plan needs revisions
- The client continues to need the services

Shared Care Option Requirement

For shared care clients, or in environments where there are multiple clients receiving services, a supervisor shall:

- Evaluate the ability of the direct care staff to provide services for two or three clients in a shared setting
- Make supervisory visits made at least quarterly to the setting
 - Supervisors must visit whenever needed to respond to a client's request for increased supervision of the direct care staff
- Provide ongoing monitoring and evaluation of the effectiveness and appropriateness of the shared services
- Develop a contingency plan with each of the clients, which accounts for absence of the client in a shared setting due to illness or other circumstances
- Obtain permission from each of the clients who are sharing direct care staff members for number of shared hours for services provided inside and outside the home residence
- Document the training completed by the direct care staff specific to the shared setting and clients sharing services
- Evaluate the outcomes with respect to the setting and the individual clients
- Document the details of all supervision visits

