

## JOB DESCRIPTION

**JOB TITLE:** Lead Resident Supervisor

**JOB RESPONSIBILITIES:** Assists Program Manager and/or Program Administrator with the overall operation and management of the facility. Responsible for the supervision and training of the Shift Supervisors and Resident Supervisors working in a program.

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**Essential functions of this job include, but are not limited to:**

Effectively orients and trains supervised employees in job duties.

Conducts effective and timely performance evaluations and processes paperwork appropriately for supervised employees. Coordinates performance evaluation meeting with Resident Supervisor, Shift Supervisor and Program Manager and/or Program Administrator.

Effectively addresses disciplinary issues with supervised employees; accurately and thoroughly documents and processes disciplinary actions in a timely manner and in accordance with policies and procedures.

Conducts and coordinates 30-day on-the-job training for new employees utilizing the Agency 30-day training checklist and Resident Supervisor manual. Conducts other training as needed. Follows up as necessary.

Conducts and/or coordinates safety training for new and transferred employees utilizing the Agency safety training checklist.

Ensures supervised employees meet minimum training requirements. Monitors training attendance. Monitors compliance to employee's training schedule.

Process payroll and handles time card issues for supervised employees.

Communicates all performance concerns to Program Manager and/or Program Administrator.

Recommends supervised staff for Shift Supervisor 1 and Shift Supervisor 2 positions based on performance.

Ensures facility is appropriately staffed; maintains and posts Shift Supervisor and Resident Supervisor schedule.

Monitors overtime to ensure hours are within established hours. Requests advance approval from supervisor if overtime is to exceed established hours.

Secures shift coverage for Shift Supervisors and Resident Supervisors as necessary.

Posts, assigns, and ensures that activities for Resident Supervisors and Shift Supervisors have been completed; including, but not limited to: intakes, alco-sensor tests, urine drug screens, dorm searches, pat downs, fire drills and emergency procedures in accordance with established policies and procedures.

Develops, implements and monitors a quality assurance program to assure all procedures and required documentation are adhered to. Conducts quality assurance reviews, at a minimum, monthly. Communicates findings to supervisor.

Reviews and ensures accuracy and thoroughness of Resident Supervisor/Shift Supervisor documentation (e.g., logs, shift reports, incident reports, whereabouts, pass calls, employment checks, etc.).

Ensures Resident Supervisor/Shift Supervisor duties are performed according to policies and procedures; follows up with Resident Supervisors and Shift Supervisors who have not performed required duties by training and/or disciplining them.

Maintains a presence on the floor, functioning as a Resident Supervisor and/or Shift Supervisor as needed.

Develops, implements, and monitors procedures to ensure cleanliness and sanitation of the facility at all times.

Conducts facility walkthroughs on a regular basis (at least monthly). Addresses sanitation and/or safety issues as necessary. Completes maintenance requests when needed.

Ensures facility walkthroughs/sanitation inspections are completed weekly.

Conducts frequent rounds of the facility, checks for unsafe conditions and cleanliness, and documents and corrects conditions/takes steps to correct conditions as required. Ensures structured time and resident supervisor group activities and recreation are being conducted as scheduled and is inclusive of all clients. Ensures staff is enforcing designated client schedules for activities including, but not limited to: television watching, sleeping, cleaning, and cafeteria hours.

Assists with the preparation of facility audits. Ensures the facility is audit ready. Ensures the quality of audit documentation collected by supervised staff is acceptable.

Completes unscheduled facility checks per Agency policy.

Conducts monthly meal audits as scheduled with other program staff. Completes necessary paperwork.

Completes monthly reports and forwards to supervisor.

Informs appropriate program management staff of any problems that develop within the program.

Resolves issues within scope of authority that may occur during a shift and informs supervisor of status and/or any needed follow up in a timely manner.

Effectively communicates emergency situations in a timely manner to Program Manager, Program Administrator, Program Coordinator, or designee as required.

Assists Program Manager/Program Administrator in reviewing program procedures and client programming. Assists with developing facility goals.

Completes projects and meets deadlines as assigned.

## **COMMUNICATION AND INTERPERSONAL SKILLS**

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients' prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Effectively communicates pertinent information at shift change to co-workers and/or program management staff (e.g., client hospitalizations, suicide watches, federal incident reports, AWOL/escaped clients, unknown whereabouts).

Maintains telephone coverage during hours on duty. Answers calls courteously and professionally, directs calls appropriately, and takes accurate messages as necessary.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

## **MODELING SKILLS**

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

## **KNOWLEDGE**

Facilitates groups as assigned or directed.

Assists clients in role playing difficult situations to achieve a more positive result.

Demonstrates an understanding of the principles of cognitive-behavioral therapy.

Demonstrates an understanding of the principles of social learning.

Assists clients in efforts to problem solve.

## **OTHER**

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Complies with all Agency security standards, including procedures and electronic equipment/devices.

Adheres to budget/maintains appropriate awareness of income and expenditures.

Obtains required training hours on an annual basis.

Attends and participates in staff meetings and required training sessions.

Facilitates staff meetings in the absence of Program Coordinator, Program Administrator and Program Manager.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Works schedule coordinated with Program Manager/Program Administrator to ensure proper facility running, which may include evenings and weekends. Ensures schedule is set to address facility and personnel needs.

Regular work schedule of 40 hours per week.

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**STRENGTH RATING/**

**PHYSICAL DEMANDS:** While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; climb and balance; and talk and hear. The employee is frequently required to sit; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust to focus.

**WORK**

**ENVIRONMENT:** While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.

**QUALIFICATIONS:** High School diploma or equivalent required. Associate's Degree in Social Science preferred. Minimum of 18-24 months direct residential experience. Flexible schedule including various evening and weekend hours. Must possess valid Ohio driver's license and a driving record that does not preclude the employee from being covered by Agency liability insurance. Must be willing and able to perform the functions of a Shift Leader and Resident Supervisor. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.