

OMH Residential Program Supervisor

Responsible for all aspects of twenty-six (26) bed licensed program Assures total compliance with all regulatory and contract requirements. Directly supervises ten (10) employees. Fulfills supervisory responsibilities in accordance with the organization's policies and applicable laws and OMH regulations.

Supervisor: Program Director

Education/Qualifications:

- Bachelor's degree (B. A.) or equivalent from a four-year college preferred and two to three years' experience and /or training working with the mentally ill population.
- Associates degree at minimum with two (2) to three (3) years' experience and/or training working with the mentally ill population.
- One-year prior supervisory experience.
- Working knowledge of Medicaid billable services, Office of Mental Health (OMH) regulations and philosophy.
- Problem solving abilities, taking into consideration several concrete variables in standardized situations.
- Basic computer software knowledge (i.e., word processing, excel spreadsheet, Microsoft Outlook).
- Strong oral and written communications skills.
- Strong math and analytical skills.
- Ability to write routine reports and appropriate correspondence.
- Valid driver's license, acceptable driving record with auto insurance coverage as defined by agency's carrier, reliable transportation.

Key Job Functions:

- Emulate and deliver Office of Mental Health program rules and regulations to clients diagnosed with one or more mental health conditions and co-occurring alcohol/chemical addiction.
- Encourage team environment; promote team commitment; demonstrate personal responsibility.
- Promote high staff morale by uniting subordinates toward a common goal, foster respect, and trust.
- Support a harassment /hostile free work environment.
- Inspires and motivates others to perform well; provides positive feedback and coaching.
- Adheres to Work Schedule/Attendance and Punctuality as stipulated in Personnel Policy Manual.
- Interview, recommend for hire, train, develop and provide oversight of resident staff.
- Supervises and coordinates all aspects of programs and clients, communicates changes; manages team activities.
- Sets and achieves outcome based, challenging goals; prioritize and plans work activities.

- Assures compliance with all regulatory / contract requirements and quality of programs; follows agency policies and procedures.
- Completes administrative tasks as directed to include, but not limited to timesheets, vouchers, time off requests, reports, scheduling, and employee job performance evaluations, disciplinary action, and improvement plans.
- Collects and presents statistical data effectively.
- Identifies and resolves problems in a timely manner; relies on sound and prudent judgment when dealing with emotional topics.
- Solicits client feedback to improve service.
- Responds promptly to customer needs.
- Complies with all HIPAA regulations when interacting with staff and clients.
- Acts as liaison with other service providers to assure positive public relations and collaboration of services in an effort to promote and benefit the stabilization and recovery of the client.
- Follows established financial procedures, assures timely and open communication of agency information with all relevant parties.
- Responsible for all aspects of facility and vehicle maintenance.
- Participates in agency and team meetings.
- Collaborate closely with Director of Residential Services to ensure continued program stability and growth.
- Provides support to staff through a 24 hour on-call rotation system.

Arbor Housing and Development Expectations:

- Assumes a role model posture, demonstrating Arbor Housing and Developments Standard of Acceptable Behavior in every client/ peer / supervisor-coordinator encounter.
- Adheres to Work Schedule/Attendance and Punctuality as stipulated in Arbor Housing and Development Personnel Policy Manual, current version.
- Accepts the responsibility of effectively discharging their role as Program Supervisor within the Residential Services Program of Arbor Housing and Development 's.
- Accepts the standards of work performance, which encompasses many factors, including attendance, punctuality, personal conduct, job proficiency, and general compliance with all policies and procedures.
- Interact with various authorities and professionals on behalf of the client, all in accordance with HIPAA guidelines and agency policy.
- Perform all duties with Arbor Housing and Developments Professional Conduct and Policies on Compliance (AH&D Personal Policy Manual) as the guiding force.

Physical Demands / Environment:

- Continuous mental and visual attention required.
- Otherwise sits, stands, walks, reaches with hands and arms, climb or balance.
- Typically stoops, kneels, bends, crouch, or crawls.
- Frequently lift and or move up to 10 pounds.
- Residential setting with personal office space

Critical features of this job are described above. They may be subject to change at any time due to reasonable accommodation or other reasons. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.