

OMH Residential Program Supervisor

Hornell, NY - Responsible for oversight of daily operations of twelve (12) bed, OMH licensed congregate care level II group home and four (4) double occupancy RITE apartments in the Hornell, NY area. Ensures regulatory compliance with all contract requirements. Provides direct supervision to nine (9) employees, including an Assistant Program Supervisor.

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 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 OMH 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:

- Report to work on time and work your scheduled shift, except in cases of emergency.
- In case of an emergency, contact your immediate supervisor and/or designer.
- Prepare for and respond as defined under the OMH Residential Services On-Call policy and procedure.
- Effectively discharge the key job functions of your job in accordance with Arbor best practice, and the most relevant, cost effective and prudent technology available; in an effort to provide efficient and reliable resources to each staff and program.
- Support a Non-Discrimination/Anti-Harassment/Sexual Harassment free work environment, foster a respectful environment and refrain from unprofessional conduct as referenced in the Personnel Policy Manual

Physical Demands / Environment

- Bending, stretching, and standing for extended periods of time.
- Continuous mental and visual attention required.
- Otherwise sits, stands, walks, reaches with hands and arms.
- Lift, push or pull twenty (20) pounds.
- Professional Office Setting located at Hornell Residential office 14830, hybrid and/or remote when necessary.

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.