

## **ASPIRANET - JOB DESCRIPTION**

**Position Title:** Core Program Supervisor II

**Responsible to:** Core Program Director/Core Program Manager

**Employment Status:** Full-Time/Exempt

**Core Code/Position Code/WCC:** ALL/5162/8742

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### **Job Summary:**

The Core Program Supervisor II (CPS II) is responsible for oversight of direct care staff and the provision of quality services according to funder and regulatory policies and procedures. Major responsibilities include supervision of staff, coordination of services, adherence to program design, working knowledge of operating budget, placement of volunteers (if indicated), program level liaison and promotion of services. CPS II is responsible for upholding and supervising to the Agency's operational, financial, personnel and practice rules, policies and procedures

### **Duties and Responsibilities:**

1. Under the direction of the CPD/CPM, Core Program Supervisor II assists with the recruitment, onboarding and orienting of direct care staff.
2. Under the direction of the CPD/CPM, Core Program Supervisor II provides day to day direction and supervision of direct care staff.
3. Under the direction of the CPD/CPM, Core Program Supervisor II participates in the performance management of direct care staff.
4. In programs with a volunteer focus, the Core Program Supervisor II will assist in the recruitment, onboarding, training, matching, supervision and administrative functions of volunteers in alignment with program and funder expectations.
5. If required by program design or in the absence of assigned direct care worker, provide direct service as per program guidelines.
6. Under the direction of CPD/CPM, the Core Program Supervisor II coordinates service(s) to funder/agency/regulatory requirements.
7. Document regular individual supervision with supervisees, as per program requirements.
8. Provide support and intervention to supervisees when needed.
9. Train direct reports on Agency, regulatory and funder requirements and monitor compliance by staff and partners.
10. Assist in the design and development new of services that are responsive to the clients served.
11. Attend program level networking meetings, as assigned by CPD/CPM.
12. Regularly collect, evaluate and monitor quality of services to standards.

13. Complete outreach, service promotion, and enrollment/ registration (if indicated) activities.
14. Participate in the development and implementation of assessment tools and service evaluative methods.
15. Monitor the quality and timely submission of required documentation.
16. Accurately report incidents, grievances, complaints, issues and concerns to the CPD/CPM in a timely manner.
17. Assist in preparing the necessary documentation for all incidents, grievances, complaints.
18. Be prepared for and attend regular supervision with CPD/CPM.
19. Liaison with partners, referring agencies and community entities (or other constituents).
20. If required by the service design, provide back-up on-call support to designated on-call program staff.
21. Assist in the completion of reports to the funder, per program requirements.
22. Participate in and conduct program related trainings.
23. Complete administrative paperwork (time sheets, mileage, time off requests, phone bills and other expense reimbursements, weekly schedule, etc.) on time.
24. Participate in group supervision, staff meetings and special events, as required.
25. Maintain client and case confidentiality per Agency, funder, state and federal requirements.
26. Prepare and conduct timely, accurate evaluations of employees under his/her supervision.
27. Demonstrate sensitivity and responsiveness to cultural differences.
28. Represent self and Agency in a professional manner.
29. Abide by the Agency's Professional Code of Ethics.
30. Maintain appropriate professional boundaries with staff, clients, partners and other constituencies.
31. Perform additional duties as assigned by and in support of the CPD/CPM.

**Qualifications:**

- A minimum of two years experience in providing services in a related field.
- A higher educational degree in related field, if required by funder/regulations or agency.
- Meets all state required conditions of employment as set forth by funder and Community Care Licensing for a Licensed Community Care facility; i.e. Fingerprint and Child Abuse Index clearance, TB/Health Physical. Valid CDL and clean driving record.

**Physical Demands:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions. The noise level in the work environment is usually quiet and, at all times is within safe OSHA standards.

**Communication**

1. Communicates clearly and effectively, both verbally and in writing, with co-workers, supervisors, and youths.
2. Prepares clearly and concisely written reports and summaries
3. Must be able to comprehend, follow, and clearly convey instructions to others.
4. Must be computer proficient and be able to work on a computer for up to 20 hours per week.

Physical Activities

1. Must be able to handle or manipulate objects, tools, and operate controls.
2. Must be able to reach for stacked products, store and retrieve file boxes on high shelves.
3. Must be able to push, pull, lift and/or carry as much as 10 lbs.
4. Must have the ability and skill to drive a vehicle.

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I have read and understood the duties and responsibilities for my position as Program Supervisor.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

10/18/2013