



## **PROGRAM SUPERVISOR II SPECIAL NEEDS SERVICES**

Our agency strives to embody the concept of trauma-informed, resilience-oriented services, both internally and externally with our clients, customers, and community partners.

### **POSITION PURPOSE (DEFINITION)**

Under general supervision, is responsible for the day-to-day administrative supervision of assigned staff; participates in the development and implementation of parent education and support services for adults with developmental disabilities and families who have a child with an IEP, oversees parent trainings and other program group activities; may provide direct services; performs other duties as assigned.

### **ESSENTIAL JOB FUNCTIONS**

- Exercises appropriate supervisory techniques; provides appropriate direction for assigned staff; organizes the work of self and subordinates to set priorities and to ensure that all deadlines are met; provides day-to-day administrative supervision of staff.
- Assists in the selection and evaluation of staff and provides for their training and professional development.
- Develops work schedules for assigned employees including direct service time and in-office time.
- Oversees the implementation of parent training activities, including parenting curriculum(s) and parenting classes identified for use in assigned programs.
- Recognizes risks and signs of work-related stress and exercises knowledge of trauma-informed care in supervision of staff.
- Applies directly and through supervision principles and best practices in the areas of case management, parent education and coaching, supervised visitation, trauma focused, strength-based and client-centered work with children and families.
- Maintains familiarity with program standards and program goals, objectives, policies, and procedures and ensures program compliance; assists in the periodic review and updating of program policies and procedures.
- Attends a variety of school, Redwood Coast Regional Center , and community meetings as appropriate to program needs and client care.
- Ensures all documentation is completed in accordance with standards and timelines established by Changing Tides Family Services and funders.
- Accurately documents services provided and other necessary information in a timely manner.
- May provide direct service; may provide transportation for clients including clients in the outlying areas of Humboldt County; may provide services in a variety of community settings.
- Exercises sound independent judgment within established guidelines and takes appropriate action; identifies program concerns and recommends program enhancement concepts to the Division Director.
- Maintains a cooperative working relationship with collaborating partners including funders, schools, family resource centers, and other professionals encountered in the course of work.

Kerry Venegas, Executive Director

- Resolves issues with clients regarding services as per policies and procedures. Notifies Division Director of all issues that arise.
- Advocates for clients as appropriate to resolve issues with schools and other service providers.
- Maintains confidentiality of client information and complies with HIPAA and/or FERPA regulations; ensures that assigned staff complies with HIPAA and/or FERPA requirements.
- Follows protocols as provided by Changing Tides Family Services and the funding sources regarding program referrals, intake, service delivery, ongoing program monitoring and interagency communication.
- Accurately prepares reports according to procedures and regulations; maintains statistical data; uses a computer to enter a variety of data using software programs such as Access, Excel, Word, and Outlook.
- Responds appropriately to oral and written instructions; presents clear written and oral instructions.
- Ensures authorizations are in place prior to implementing any services when required.
- Maintains a working knowledge of community resources; Maintains contemporary knowledge of evidence-based practices and best practices including adult learning styles.
- Complies with Changing Tides Family Services Personnel Policies and procedures and other formal Changing Tides Family Services guidelines and policies.
- Complies with all mandated reporting requirements; ensures that assigned staff complies with all mandated reporting requirements.

## **QUALIFICATIONS**

### **Requirements**

- Must be able to see and hear within normal ranges with or without correction.
- Must be able to make home and community visits and be able to enter a variety of structures.
- Must be able to climb stairs and be physically mobile.
- Must be able to sit for extended periods in front of a video display terminal and use a computer.
- Must be able to pass a criminal history fingerprint clearance at the DOJ and FBI level.
- Must have flexibility to occasionally work evenings, weekends, or early mornings.
- Possession of a valid California driver's license, current automobile insurance, a vehicle for work and a driving record consistent with agency insurance carrier requirements
- Must be able to provide proof of COVID-19 vaccination by hire date.

### **Desirable Education and Experience: A typical way to obtain the knowledge and skills outlined above is:**

- B.A or B.S degree in Social Work, Psychology, or a related field.
- Four years' experience working with children and families.
- Two years' supervisory experience preferred.
- Experience with school districts and special education and knowledge of the Redwood Coast Regional Center is desirable.