

**PROGRAM SUPERVISOR II  
BEHAVIORAL AND FAMILY EMPOWERMENT**



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**

Under general supervision, is responsible for the day-to-day administrative supervision of assigned staff; participates in the development and implementation of assigned programs; may provide direct services; performs other duties as assigned.

**ESSENTIAL DUTIES**

General Supervision

- 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.
- 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.
- 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, 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.
- Ensures progress notes and other documentation is completed in accordance with standards and timelines as established by Changing Tides Family Services and funders; ensures that progress notes and other documents are delivered as per written guidelines and contract terms.
- May provide direct service; may provide transportation for clients including clients in the outlying areas of Humboldt County.
- Accurately prepares reports according to rules and regulations; maintains statistical data; uses a computer to enter a variety of data using software programs such as Access, Excel, Word, and Outlook.
- Maintains a cooperative working relationship with collaborating partners including funders, schools, family resource centers and other professionals encountered in the course of the work.
- Resolves issues with clients regarding services as per policies and procedures. Notifies Division Director of all issues that arise.
- Ensures that best practice models (BRIDGES, Humboldt Practice Model), as defined by Changing Tides Family Services and funders, are incorporated and implemented in assigned programs as appropriate.
- Responds appropriately to oral and written instructions; presents clear written and oral instructions.

Kerry Venegas, Executive Director

- Exercises sound independent judgment within established guidelines and takes appropriate action; identifies program concerns and recommends program enhancement concepts to the Division Director
- Maintains confidentiality of client information and complies with HIPAA regulations; ensures that assigned staff complies with HIPAA requirements.
- Complies with all mandated reporting requirements; ensures that assigned staff complies with all mandated reporting requirements.
- Complies with Changing Tides Family Services Personnel Policies and procedures and other formal Changing Tides Family Services guidelines and policies.

#### Intensive Home Based Services (IHBS) and Therapeutic Behavioral Services (TBS)

- Ensures that services are provided in accordance with the *Medi-Cal Manual for Intensive Care Coordination (ICC), Intensive Home Based Services (IHBS) and Therapeutic Foster Care*. (IHBS only) and the *TBS Coordination of Care Best Practices Manual* and the *TBS Documentation Manual*.
- Serves as the liaison with the ICC Coordinator, DHHS clinician and other team members as appropriate to schedule meetings, update the team on client activities, and other tasks as required for quality client services.
- Attends Child and Family Team meetings, treatment meetings and other meetings as appropriate to the client's care and relevant to services.
- Develops treatment plans; ensures treatment plans are submitted according to established timelines; reviews treatment plan with client, parent or caregiver.
- Ensures all required paperwork is accurately completed with the parent or guardian including but not limited to consent forms and releases of information.
- Ensures authorizations are in place prior to implementing any services.
- Accurately documents services provided and other necessary information in a timely manner.
- Maintains familiarity with current, effective and appropriate behavioral intervention techniques including, but not limited to, ~~time-out~~ redirection and replacement strategies, positive reinforcements, and cognitive behavioral approaches.
- Maintains a working knowledge of the electronic health record software used by Changing Tides Family Services and can explain the basics to staff supervised.
- On a weekly basis reviews the accuracy of services entered in the electronic health record system of staff supervised; ensures corrections are completed.
- Ensures staff participates in clinical supervision as required per funding agreements and best practices; participates in clinical supervision for self as required; coordinates with clinical supervisor as needed.

## **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.

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