



COMMUNITY PARTNERSHIPS

Respite Center Program Supervisor Job Description

Community Partnerships is an emerging leader in coordinated care and mental health service delivery in Dane County and the Greater Madison area. We embrace a strengths-based approach in partnering with others to address the mental health and wellness needs of our community. We value collaboration, learning, and growth. We encourage personal and professional growth in all positions in our agency and seek new talent that will continue to enrich and diversify our workplace perspective and our connection to the community.

Community Partnerships has an opportunity for a skilled professional to join the agency's Extended Leadership team. The Respite Center Program Supervisor is responsible to ensure that the Respite Center offers the highest quality of child care and support services for our clients. The Respite Center Program Supervisor provides organizational and supervisory support and leadership to personnel working directly with children and parents, usually during stressful circumstances. In addition, the Respite Center Program Supervisor maintains a program space that is as functional as it is inviting; coordinates and collaborates with administrative staff, and participates fully in the shared work of the agency.

As with all positions at our agency, it is the duty of individual in this position to fully support the mission, vision and values of the agency, to work in a coordinated manner with other employees, and to demonstrate professional and personal confidence in the service delivery model and approaches taken by the organization.

The Respite Center Program Supervisor must respect people of all socioeconomic and racial/cultural backgrounds and must be competent in performing all duties associated with this position. She or he must possess high levels of comfort, skill and respect in working with people of many different life experiences and beliefs. The Respite Center Program Supervisor is required to express themselves clearly, compellingly, and honestly in written and verbal communications. She or he must be physically and emotionally prepared to meet the needs of the agency during working hours.

Responsibilities:

Administration

1. Manage, complete, and oversee reporting functions specific to contract compliance and funding source requirements, maintaining accurate and complete records.
2. Maintain contact with all regulatory agencies, making sure that the Respite Center meets all regulatory standards.
3. Meet and maintain Licensing and Accreditation Standards.
4. Complete at least 25 hours of continuing education each year, and provide direction and guidance to ensure all other Respite Center program staff meet continuing education expectations as noted by State of Wisconsin.
5. Maintain oversight of volunteer recruitment, orientation, and documentation.
6. Provide direction and oversight to training and development needs of program staff, and maintain methods for tracking required information for licensing standards.

7. Ensure the child care area meets all safety standards.
8. Make sure the child care area is an environment in which the optimal care for children birth through age fourteen is provided.
9. Make sure that the child care facility and program resources reflect the multi-cultural diversity of the children in the program.
10. Make sure the equipment used in the child care area is safe and developmentally appropriate for children birth through age fourteen.
11. Make sure the supplies needed for the care of children birth through age fourteen are available and well organized.
12. Maintain accurate records and files.
13. Accurately complete required program paperwork and documentation on time.

Supervisory

1. Direct supervision of Family Service Workers, child care specialists, and volunteers.
2. Provide leadership and motivation to staff, ensuring each individual's continual growth in competencies and adherence to best practice standards.
3. Monitor and evaluate staff and program effectiveness in meeting client needs.
4. Work with all staff to develop short-, medium- and long-range goals, and implement plans for program improvement, expansion, and evaluation.
5. Resolve differences of style and practice among staff, within program guidelines.

Direct Service

1. Serve as back-up and support to Respite Center staff.
2. Provide back-up and coverage to the Family Service Worker on both a planned and emergency basis.
3. Provide back-up crisis response coverage as needed.

Agency

1. Develop and implement recruitment strategies that ensure diversity in the paid professional staff and in volunteers.
2. Coordinate the hiring process for Family Service Workers and child care staff.
3. Work in collaboration to orient and train all staff.
4. Work with the Fund Development Manager to develop strategies to actively involve the wider community in volunteer service projects and fundraising activities.
5. Work with Fund Development Manager to develop strategies to ensure the best possible match between organizational needs and volunteers.
6. Work in coordination with the Fund Development Manager to determine staffing needs, service delivery enhancements, and programmatic changes.
7. Manage the Family Service Worker and child care staff schedules, coordinating regular staff, substitutes, and volunteers.
8. Work collaboratively with Fund Development Manager on grant writing and reporting.
9. Ensure all policies, procedures, and licensure requirements are followed and maintained.

Additional Duties and Responsibilities

1. Participate fully in in the shared work of the center, including answering phones and attending staff meetings, retreats, community events and programs.
2. Any and all additional tasks as assigned.

Required Qualifications:

- Bachelor's degree in Social Work, Sociology, Special Education, Psychology, Counseling and Guidance, Criminal Justice or any other approved by the Department of Children and Families
- Demonstrated long-term interest in the well-being of parents and children
- Meet minimum requirements for Administrator as defined by State of WI Department of Children and Families and The Registry
- Meet the educational and work requirements of a Child Care Teacher, including: shaken baby syndrome prevention training, first aid, infant and child CPR, and automated defibrillator use certification as approved by the Department of Children and Families
- 3–5 years of experience providing direct service to child and families and working with the child welfare system
- 1–2 years of experience in management/supervisory role
- Must be able to meet the State of Wisconsin day care and group home licensing requirements for child care staff
- Demonstrated written and verbal communication skills
- Computer literacy and proficient knowledge of Microsoft Office Suite
- Ability to pay attention to detail and a commitment to quality and the timely completion of duties
- Demonstrated ability to work as a member of a team
- Must have strong time management skills and the ability to balance multiple tasks
- Must be able to make sound judgments, work independently and as a member of a team
- Must have reliable vehicle, valid drivers' license and insurance
- Must be able to pass criminal background check

Preferences:

- Masters in Social Work (MSW) preferred
- Licensed Professional Counselor (LPC), Licensed Marriage and Family Therapist (LMFT), and/or Licensed Clinical Social Worker (LCSW) preferred
- Database experience preferred
- Spanish language fluency

HIPAA Regulations:

As a required part of employment with Community Partnerships, the employee must preserve all rights and protections under the Health Information Portability and Accountability Act (HIPAA) of 1996 for the consumer population served by this agency; it is the obligation of the employee to ensure that private health information is protected and that disclosures are permitted only with appropriate authorization. The employee is required to comply with all Federal and State regulations as part of the organization's HIPAA training which describes the policies and procedures for the agency.

Accountability:

The Respite Center Program Supervisor is accountable to the Program Development Manager.

Employment Status: Regular full-time employee, approximately 40 hours per week.

FLSA Status: Non-exempt.

Physical Demands:

While performing the duties of this job, the employee is required to sit at a desk and computer for long periods of time, is occasionally required to stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crawl and/or crouch. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. The employee is required to communicate effectively via verbal, audible and written means.

May be requested to lift materials of up to 35 lbs. Must be able to routinely lift children, move furniture in the child care area. Regular travel by car required. This position requires sitting, standing, stooping, bending, lifting, walking, climbing, speaking and driving. The functions of this position are varied in nature and require the ability to make clear and concise presentations and to respond in an effective and appropriate manner during times of crisis.

Work Conditions/ Hours:

Heated and air conditioned open office/office environment. Work in community not limited to homes, community centers, hospitals/clinics, etc. Noise level is usually low to moderate. The employee will be required to regularly travel locally (non-local on occasion) and work offsite. Regular work hours are Monday through Friday 8 am–5 pm with some scheduling flexibility expected to meet staff and program needs. Some evenings may be required. Weekly on-call rotation with other staff members is voluntary. The position will provide on-call crisis response coverage as needed.

Community Partnerships is an Affirmative Action/Equal Opportunity employer. Community Partnerships offers equal employment opportunities to all employees and applicants for *employment, upgrading, demotion or transfer, recruiting, layoff or termination, rates of pay or other forms of compensation, selection for training including apprenticeship insofar as it is within our control* without regard to race, color, religion, sex, sexual orientation, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, political beliefs, student status, genetic information, marital status, age, disability, or any classification protected by federal, state, or local laws.

The information written in this job description indicates the general nature and level of the work to be performed. This job description is not designed to contain or be interpreted as totally comprehensive of every job duty, responsibility, or qualification required by an employee assigned to this position. While employed in this position, an employee may be required to perform other duties not listed in the description.