



Respite Center Program Supervisor Position Description

The Respite Center Program Supervisor provides overall management and support for a committed team of staff and volunteers providing emergency childcare and respite for children ages 0-14 years as well as caregiver support and crisis counseling 7 days a week. The Program Supervisor works collaboratively with the Director of Respite Center and Court Ordered Evaluations (DRC) and the Respite Center Program Coordinator to ensure care and attention to the needs of those involved. This position will be responsible for optimizing all available resources to achieve the program objectives in the context of the organization's mission.

Position 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. Supervise the Program Coordinator's meeting and maintenance of the facility's Licensing and Accreditation Standards.
4. Complete annual continuing education per the expectations as noted by State of Wisconsin.
5. Make sure that the childcare facility and program resources reflect the multicultural diversity of the children in the program.
6. Responsible for permanent changes to Family Advocate (FA) and Child Care Specialist (CCS) schedules, coordinating regular staff and substitutes.
7. Regularly view and update tracking of family and community needs as it relates to Respite services.
8. Maintain and submit accurate records and files according to program deadlines.

Supervisory

1. Direct supervision of Program Coordinator, FAs, and CCS staff.
2. Provide leadership to staff, ensuring everyone's continual growth in competencies and adherence to best practice standards as identified by licensing authorities.
3. Ongoing monitoring and evaluation of staff and program effectiveness.
4. Develop and implement recruitment strategies that ensure diversity in the paid professional staff and coordinate the hiring process for FA and CCS positions.
5. Work with all staff to develop short-, medium- and long-range goals, and implement plans for program improvement, expansion, and evaluation.
6. Work in collaboration with Program Coordinator to orient and train all Respite staff.
7. Assist staff in navigating and resolving differences of style and practice, within program guidelines.
8. Work with the Director of Development (DoD) and DRC to develop strategies to actively involve the wider community in service projects, fundraising and outreach activities.
9. Work in coordination with the DRC to determine staffing needs, service delivery enhancements, and programmatic changes.
10. Participate in and encourage cross collaboration with other RISE programs.

11. Demonstrate a commitment to the learning and application of Trauma-Informed Care practices, including Reflective Supervision.
12. Work collaboratively with DoD and DRC on grant writing and reporting.
13. Communicate succinctly in order to translate complex information and navigate stressful situations.

Direct Service

1. Serve as back-up support to all Respite Center staff.
2. Provide back-up crisis response coverage as needed.

Required Qualifications:

- Bachelor's degree in social work, sociology, special education, psychology, counseling and guidance, criminal justice, or any other course of study approved by the Department of Children and Families.
- Demonstrated long-term interest in the wellbeing of parents and children, including demonstration of trauma-informed care.
- Meet minimum requirements for "Director" 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 within 3 months of assuming position (as determined by The Registry and Department of Children and Families), 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.
- Minimum 3 years of experience providing direct service to children and families and working with the child welfare system and/or group childcare settings.
- Minimum 2 years of experience in management/supervisory role with a leadership style engrained with humility, patience, and keen listening skills.
- Demonstrated ability to communicate in writing, verbally, and interpersonally.
- Demonstrated experience leading a team of diverse individuals who work together in delivering on shared goals.
- Proficient computer skills, specifically in current versions of Microsoft Office Suite; and willingness to learn new skills as needed or required
- Must have strong time management skills, sound judgement and ability to pay attention to detail.
- Able to make sound judgments, use critical thinking skills, and have a broad sense of teamwork.
- Must have reliable vehicle, valid drivers' license, and insurance.
- Must be able to pass criminal and fingerprint background check.

HIPAA Regulations:

As a required part of employment with RISE, 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.

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 50 lbs. Must be able to routinely lift children and 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. The 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 typically Monday through Friday 8 am–5 pm with some scheduling flexibility expected to support a 24/7 center. The position will provide on-call crisis response coverage as needed.

Application Instructions:

Send completed resume to hr@risewisconsin.org

Alternatively, fax to (608) 250-6637 or mail to:

Attn: Human Resources

RISE

2120 Fordem Ave

Madison, WI 53704

If you need technical assistance or accommodation during the application/hiring process, please email us at hr@risewisconsin.org or call (608) 250-6334.

- Criminal background check is required for employment.

RISE is an Affirmative Action/Equal Opportunity employer. RISE 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. This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship. RISE retains the discretion to add duties or change the duties of this position at any time.