

Program Supervisor, Agawam Program
Internal Applicants only until October 5
Schedule M-F 8:00 a.m. to 4:00 p.m.

Job Summary: Assist the Program Manager with the day to day operations of the site and supervision of Developmental Specialists, Community Specialists and Case Managers and providing case management to clients.

Duties/Responsibilities:

Case Management

- Develop and maintain professional and cooperative relationships with clients, families, guardians, providers, DDS Service Coordinator and Sunshine Village personnel.
- Develop Individual Support and/or Day Habilitation Support Plans in conjunction with the Clinical Team and ISP team
- Implement all aspects of the ISP and/or DHSP process in accordance with agency developed processes.
- Coordinate services and supports and communicate with the client and their identified family members/guardians, residential providers, agency personnel, representatives from funding sources and other involved individuals.
- Maintain a clearly written account of services and supports client is offered with notations describing progress and implications.
- Train Support Staff with developing and implementing Individual Service Plans and objectives, including written assessments, data sheets and progress notes.
- Train Support Staff with maintaining clearly written accounts of all activities each client is involved
- Participate in the development and implementation of behavior treatment plans, including regular attendance of medication reviews as directed.
- Provide orientation, electronic health records and other pertinent information with assigned staff.
- Provide appropriate agency staff with all pertinent information, including individual objectives and assist in the implementation of objectives.
- Responsible for completion of incident and restraint reports within the established guidelines by HCSIS and Mass Health.
- Provide tours to clients, families and DDS Service Coordinators marketing our services and supports.
- Represent the organization at various marketing events and functions.
- Create, organize, promote and deliver virtual and remote services.
- Create a meaningful and engaging daily in-person and remote activity schedule
- Provide direct support to clients and relief to staff as needed.

Program Supervisor

- Assist with hiring training and staff development.
- In conjunction with the Program Manager, manage and maintain accountability for program activities, clients and personnel.
- Process 90-day and annual evaluations for assigned staff.
- Provide orientation and training regarding electronic health records and other pertinent information with assigned staff.

Required Skills/Abilities:

Must be able to work in a fast paced, hectic, noisy environment and prioritize tasks.
Proficiency with Microsoft Office, internet, and database programs
Excellent communication-both verbal and written- and advocacy skills.
Patience and understanding in dealing with people in a variety of situations.
Ability to act appropriately under stress and exercise good judgment and common sense.
Complete tasks with a minimum of supervision.

Education, Experience, Licensure:

High School Diploma or equivalent with 2 years' related work experience
Associates Degree in related field preferred
Valid driver's license and private vehicle

Physical Requirements:

Prolonged periods of sitting, walking, standing.
Must be able to lift up to 25 pounds.