

Job Title: Program Supervisor

Department: Programs

Reports to: Program Director

Date: Apr 2023

Status: Exempt

Supervises: Yes

Job Summary:

Provides supervision and oversight of all aspects of Programs at The Harford Center.

Duties/Responsibilities:

- Provides supervision and oversight to Direct Support Professionals.
- Provides guidance and support for staff in developing schedules that are individualized.
- Ensures all behavioral data is collected accurately if applicable.
- Responsible for staffing and maintaining ratios.
- Responsible for evaluation of assigned staff.
- Provides oversight, reviews staff daily plans, and approves trips.
- Provides individual or group coverage when needed.
- Acts as an advocate for the individuals at the center.
- Attends team meetings.
- Ensure that individual's personal needs are met with dignity.
- Ensures that the center is a safe, respectful environment.
- Holds staff accountable to the center's policies and procedures.
- Adheres to and utilizes the behavior management procedures set forth in the individuals' behavior and/or IP.
- Immediately reports all suspected abuse.
- Reviews and completes incident reports per agency requirements.
- Adheres to COMAR requirements.
- Ensures staff are completing a daily case note within 24 hours of providing support and that the note content meets center standards.
- Works in conjunction with the QA Supervisor to address issues or concerns regarding stakeholders, incident reports, investigations, etc.

Required Skills/Abilities:

- Thorough knowledge and background in working with adults with disabilities.
- Knowledge and application of person-centered planning.
- Knowledge of COMAR and Developmental Disability Administration and the Office of Health Care Quality regulations.
- Excellent verbal and written communication skills.

- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Excellent time management skills.
- Strong analytical and problem-solving skills.
- Strong supervisory and leadership skills.
- Possess a positive attitude with a professional presentation and works in a team environment
- Proficient with Microsoft Office Suite or related software.

Education and Experience:

- Bachelor's degree in human services or vocational rehabilitation field is preferred.
- 3+ years on management experience in the Human Services field.

Physical Requirements:

- Ability to work in a fast paced environment.
- Ability to stand for long periods of time.
- Ability to lift 50+ lbs.
- Ability to move a wheelchair.