



POSITION DESCRIPTION

Program Supervisor	
Department: Adult Wellness Center	Status: Regular Full-time, Exempt
Reports to: Director of Senior Services	Last Reviewed: March 2023
Titles reporting to this role: Nurse, Administrative Assistant, Program Assistant, Certified Nursing Assistant, Personal Care Aide	Next Review Date:

Position Summary:

Under the guidance of the Senior Services Director, this position is responsible for oversight of day-to-day program operations within the Adult Wellness Center. Responsible for planning and coordinating a variety of daily/monthly structured, therapeutic and recreational activities, to support the social, emotional, cognitive and physical wellbeing of program participants. This position also coordinates the provision of daily meals and transportation for participants.

Essential Duties and Responsibilities

Include the following, other duties as assigned:

Program Operations

Under the guidance of the Director, plans, develops, organizes, implements, and directs the day-to-day service activities and operations associated with the Adult Wellness Center. Assigns and supervises daily staff tasks to ensure that staff-to-participant supervisory ratios are adequate and that staff complete assigned tasks are within required timeframes. Conducts program tours and ensures that a timely intake process is completed with all new participants and their families. Coordinates resources and plans work assignments effectively. Ensures staff adherence to agency's Universal Precaution and Exposure Control Plan policy and Mandated Reporting policy regarding older adult abuse or neglect.

Coordinates a comprehensive program of therapeutic and recreational activities within the AWC, tailored to the interests and varying levels of ability of the older adult participants. Creates monthly schedules (calendars) of activities and events, including field trips and ensures that program participants and their family members/caregivers receive this information in a timely manner.

Coordinates the daily transportation for participants to and from the agency and works collaboratively with the agency's transportation dept. to ensure the safety of all AWC participants. Coordinates the ordering and provision of all daily meals/snacks within the program. Also coordinates meals or other items for special events, as needed. Under the direction of the Director of Senior Services, manages and monitors key components associated with the CACFP food service offered in AWC.

In collaboration with HCS Billing Team provides oversight and coordination of monthly service billing. Provides oversight of the program's supply inventory to ensure appropriate supplies are maintained or replenished. Maintains efficient service and operational processes such as: participant and service delivery data, record keeping/ file maintenance, fiscal/billing systems, and workforce coordination. Prepares program, statistical, and other reports as requested. Performs other duties as assigned to support program operations.

Participant Service Delivery

Actively participates in participants' care planning (development of plans of care) in collaboration with other AWC staff. May assist the nurse in conducting comprehensive psychosocial assessments. In collaboration with the nurse, is responsible for ensuring that staff provide AWC services in accordance with each participant's established care plan.

Meets every other month with participants to address program issues, suggestions and requests. Ensures that participant files are well organized, accurate and up-to-date to reflect all service provision and other activities, according to IDOA requirements. Ensures that private-pay participant files are also well organized, accurate and up-to-date. Ensures that staff documents all incidents, relevant conversations and meetings with participants/caregivers, in participant files, via the program's participant database.

Personnel Management, Supervision, & Team Leadership

Provides direct support and supervision to multi-level staff. Coordinates and/or directly provides onboarding training and orientation to newly hired program staff. In collaboration with the HCS Trainer, ensures the completion of pre-service training and ongoing in-service training to AWC program staff, in accordance with IDOA requirements. Coordinates other training/orientation to staff, as needed. Conducts monthly all-staff meetings and provides monthly individual supervision to all program staff; maintains comprehensive supervisory notes for all supervisory sessions. Provides ongoing consultation and direction to program staff regarding difficult or complex participant issues to support problem resolution and full engagement in services. Ensures timely completion of all probationary and annual performance evaluations. Ensures program provides meaningful ongoing professional development opportunities in accordance with best practice standards and funder requirements.

Actively participates in regular supervision with the Director, to discuss service delivery and/or personnel and other issues. Uses supervisory process to discuss any issues or situations, which warrant the Director's attention. Participates in staff recruitment, interviewing and hiring processes. Nurtures positive and collaborative working relationships with other agency staff and cultivates a professional and respectful work environment, modeling resolution strategies, when needed. Defines and communicates standards of performance and assists staff in achieving standards.

Stakeholder Relationships & Partnerships

Maintains knowledge of and working relationships with other community organizations. Builds partnerships with community stakeholders and maintains a comprehensive list of community partners (e.g. hospitals, health and wellbeing professionals, individual consultants, artistic and musical groups, etc.) to coordinate health and wellness education, field trips, arts and entertainment, and a variety of other program activities within the AWC. Establishes and oversees service and partnership agreements, with Director's approval.

Performance & Quality Management

Maintains thorough knowledge of IDOA Adm. Code Title 89: Social Services Chapter II: Department on Aging Part 240 Community Care Program, Adult Day Services, and ensures that the program is in full compliance with requirements. Understands and interprets Casa Central's policies as they relate to program and staff issues. Is involved in the development and implementation of program policies and procedures, staff training and program-level participant satisfaction and outcome surveys. Assists in the development and submission of annual work plans on behalf of the program.

Maintains comprehensive and timely programmatic and/or statistical records as required by funder or requested by Director. Generates program and other reports as requested. Monitors participant service utilization to avoid gaps/ underutilization of services.

In collaboration with Director, evaluates program's effectiveness in meeting participant needs and coordinates planning for ongoing program improvement. Recommends solutions and strategies for continuous quality improvement.

Incorporates the agency mission, philosophy, and core values into direct daily work and decision-making. Is actively involved and knowledgeable of the agency's Performance Quality Improvement process and supports all PQI activities. Ensures program and staff engagement in all agency PQI activities. Participates in ongoing professional development and continuing education, as well as any/all required funder-related in-services and trainings. Promptly reports situations that pose a threat to staff, participants or agency, according to the agency's Incident / Accident Reporting procedures and IDOA/MCO Critical Event Reporting procedures. Approves personnel time sheets and is accountable for daily activities within the allowable activities approved by the agency.

General Requirements:

Sensitivity to cultural diversity is required. Will be subject to drug and alcohol screening, as well as aptitude and skills' testing. To perform this job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to perform the essential functions.

Education/Experience:

Must possess a bachelor's degree in Social Work, health or human services, physical education, or related field from an accredited college or university; or be a Registered Nurse; or must demonstrate two years of progressively responsible supervisory experience in a program serving older adults for each year of education being replaced (up to 4) in the disciplines defined above.

Prior experience working with older adult populations and/or with the Illinois Department on Aging is strongly preferred. Prior Supervisory and/or managerial experience strongly preferred.

This position may require successful completion of CCP management training provided by IDOA or its designee.

Language Skills:

Bilingual in Spanish and English required.

Computer Literacy & Knowledge Skills Abilities:

Computer literacy is required. Must be proficient in the use of Microsoft Office applications including Outlook, Word, Publisher and Excel, to enter and retrieve data as needed.

Mathematical Skills:

Minimum High School level math skills required; college-level math skills strongly preferred. Must have the ability to accurately prepare and analyze data, including fiscal and statistical reports.

Operating Environment and Working Relationships:

Program Supervisor interacts regularly with multi-level AWC staff, participants, caregivers and other staff throughout the agency. Must develop and maintain positive and professional relationships with internal and external stakeholders. Must demonstrate tact, professional composure and diplomacy when interacting with others. Must work collaboratively with diverse populations.

Decision Making Authority:

Under the guidance of the Director, this position must demonstrate the ability to work independently in executing tasks, utilizing good judgment and sound decision-making; must demonstrate discernment regarding issues or situations, which warrant supervisory attention.

People Management:

Must have Managerial/Supervisory skills. Program Supervisor provides direct supervision to multi-level staff within the AWC. Others may include: independent contractors, volunteers and students/Interns.

Other:

Must possess excellent interpersonal and communication skills and professional image and presentation expected at all times. Must possess good time management and organizational skills. Must be able to travel to other locations throughout the city or state as part of professional development trainings, conferences or other events. A personal cellphone is required, and must be able to respond during working and non-working hours. Casa Central has a Personal Cellphone Usage Policy that includes a reimbursement amount.

Remote Work/Technology (WIFI)/Mobile Phone Usage:

Not eligible for remote work. A personal mobile phone is required. Reference Casa Central's Personal Cellphone Usage Policy for reimbursement information.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk and hear. The employee frequently is required to use hands. Must be able to lift and carry 25lbs.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

Disclaimer:

The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. The content of this job description is not intended to be constructed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

I acknowledge and understand that:

Receipt of the position description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.

- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.

Employee Signature/ Firma de Empleado: _____

Date/ Fecha: _____

