

JOB DESCRIPTION – SERVICE SUPERVISOR

This job description specifies the terms of your employment as SERVICE SUPERVISOR which are not covered in Arc of Maui County’s personnel policies. Job responsibilities may change with time and circumstances and will be changed in writing as necessary.

JOB SUMMARY:

The Service Supervisor supervises a caseload of client services in the Home and Community Based Services (H&CBS) program in accordance with the Waiver contract. Develops, writes and trains staff to implement individual habilitation programs to ensure clients meet their highest learning potential in accordance with State/Federal regulations.

The Service Supervisor participates as a member of the “Circle of Supports” and is the liaison between the Department of Health (DOH), the clients/families/guardians/caregivers and the agency.

Service Supervisor promotes a diverse, culturally competent and respectful workplace and conducts themselves in a professional manner in accordance with agency personnel policies.

EDUCATION:

Bachelor’s Degree in Social Sciences or education or in another field with one year experience working with individuals with disabilities or elderly, or RN licensed in the State of Hawaii.

EXPERIENCE:

One year of experience working with individuals with disabilities or elderly and supervisory experience preferred.

RESPONSIBILITIES:

1. Administrative: Coordinates and participates in new client intakes and conducts annual Individual Plan (IP) meetings with the “Circle of Supports” and DOH and writes annual reports; develops/writes IP’s for each client; hires, supervises, schedules and trains staff for implementation of the IP’s; conducts monthly on-site supervision/reviews (OSR) with staff and clients to ensure proper staff implementation of IP’s and writes a monthly report; reviews and calculates monthly data and writes quarterly reports on client progress; ensures annual job performance reviews are conducted and participates in staff disciplinary action with Human Resources; submits accurate staff timesheets, leave requests, end of the month hours and mileage on time; coordinates services in accordance with authorized service and reports all billing issues to Office Manager and Supervisor; ensures staff adherence to approved client allowance and mileage budgets; IS AVAILABLE FOR ALL EMERGENCY SITUATIONS DURING NON-WORKING HOURS.
2. Regulatory: Ensures compliance with HIPAA regulations. Ensures “Continuous Quality Improvement (CQI) program; ensure adherence to all State/Federal regulations/guidelines; investigates and reviews all abuse/neglect incidents, Incident reports, AER’s and TIPS reports; documents and submits all required reports to DOH; participate in Waiver Audit’s as required.
3. Staff Training: Conducts Initial/Annual trainings with staff in accordance with agency policy and the Waiver contract; ensures staff is properly trained on client IP’s and meets compliance standards prior to working independently with clients; ensures continuous staff training for safe and best practices;

communicates any needed changes in the agency training program to the Waiver Coordinator; conducts quarterly employee safety program meetings and submits required documentation.

4. Guardian/Family/Caregiver Liaison: Ensures clear and continuous communication with guardians, families and caregivers at all times; reports all problematic issues to Waiver Coordinator.
5. Ancillary Activities: Participation in agency marketing, fundraising and community outreach as necessary (when assigned).
6. Performs all other duties assigned by the Waiver Coordinator.