



Keeping Youth
Journeying Onward

Job Title: Residential Program Supervisor (STRTP Administrator)
Department: Residential
Reports To: Residential Director
FLSA Status: Non-Exempt
Prepared Date: December 17, 2019
Approved By: K. Jordan
Approved Date: December 19, 2019

Keeping Youth Journeying Onward (KYJO) is a residential group home transitioning to a Short Term Residential Treatment Program (STRTP). KYJO's vision is creating opportunities for a better way of life. Our mission is to develop strong minded, positive and confident individuals through the building of trust, mentoring and creating positive life experiences.

JOB SUMMARY:

The Residential Program Supervisor is responsible for ensuring that residential youth are treated fairly and respectfully while residing in a safe, home-like environment where therapeutic treatment is provided. Under the supervision of the Residential Director and in collaboration with the Mental Health Supervisor, provides day-to-day management and care of residents in a state licensed Short Term Residential Treatment Program. Responsible for hiring, training, scheduling and supervising Residential Counselors who provide daily care for residents. Also maintains program and facility regulatory compliance. Works in close partnership with the Case Managers to ensure all aspects of residents' mental health treatment plans are implemented and followed. Manages daily house operations and when necessary, maintains positive neighborhood relationships.

ESSENTIAL ACCOUNTABILITIES:

The essential accountabilities reflect the job's main responsibilities and are not intended to be an exhaustive list of all duties performed. Its content does not restrict management's right to assign or reassign duties and responsibilities to individuals in this job classification.

- Maintains a positive and professional workplace for the benefit of both staff and residents.
- Provides guidance and oversight to Residential Counselors to ensure day to day operations of all KYJO residences that are based on KYJO treatment standards and STRTP Program, providing high quality, safe residential care. Following all contract, CARF and licensing standards.
- Responsible for maintaining in house records in accordance with Community Care Licensing and the Commission on Accreditation of Rehabilitation Facilities (CARF) standards.
- In collaboration with the Residential Operations Director, provides leadership, supervision, coaching and training of a diverse team of Residential Treatment Counselors and models and

supports the delivery of trauma-informed, strength based therapeutic care to residents in the treatment home.

- Responsible for overseeing safe storage, distribution and documentation of distribution of medication in accordance with Community Care Licensing Standards.
- Responsible for implementing a consistent daily routine of the facility including appointments, maintenance, meals, and other house needs.
- Collaborates with Clinical Supervisor to support resident treatment, family support and discharge plans.
- Working with the Clinical Supervisor assures the medical and educational needs for the youth in their care are met.
- Provides transparency in documenting, and reporting staff and resident incidences to leadership. Includes oversight and completion of Incident Reports.
- Communicates professionally and consistently with colleagues and leadership.
- Responsible for the staffing of regular shift counselors, including hiring, orientation, evaluation, discipline and termination.
- Assists the Residential Director and Mental Health Supervisor, Case Managers, Training Coordinator, Human Resources personnel and Executive Director in assessing staff training needs. Occasionally performs on-the-job training of residential counselors.
- Responsible for assuring that all residential counselors under their supervision receive necessary training. •
- Responsible for on-call duties on a scheduled basis.
- Maintains current licenses and training.
- Other duties as assigned by the Residential Director and/or Executive Director.

MINIMUM REQUIREMENTS:

All incumbents of this position must be able to perform the minimum requirements of this position with or without a reasonable accommodation.

KNOWLEDGE OF:

- Rules and guidelines for group home operations.
- Problem solving and conflict resolution.
- Medi-Cal billing / effective charge capture.
- Advanced knowledge and skills in residential / community-based mental health care and trauma-related models of practice.
- Basic computer skills including Windows based applications (i.e. Word, Excel, etc.)
- Social and mental health needs of at-risk youth.
- Needs of the LGBTQ community.

SKILLS:

- Interpersonal and conversational skills.
- Strong supervisory/managerial skills with the ability to motivate, develop, assess, and direct a team of Case Manager I/II's.
- Possess strong skills for listening, assessing employee performance, problem solving, organization, time management, and analysis of data.
- Strong communication skills both orally and in writing.
- Works well with individuals of varying backgrounds.
- Display strong organizational skills.

ABILITY TO:

- Must have high energy to participate in hands-on interventions, if needed; and strong de-escalation skills.
- Demonstrate excellent interpersonal skills and ability to communicate and direct residents as well as staff.
- Demonstrate compassion for clients.
- Demonstrates respect/sensitivity for all clients, staff and community members representing diverse backgrounds. Demonstrates cultural awareness.
- Ability to multi-task and remain calm and focused in a stressful environment.
- Ability to work effectively and collaboratively with team.
- Ability to drive company and/or private vehicle while observing safety rules and legal driving guidelines and maintain acceptable DMV record at all times.
- Strong writing skills. Ability to write all required paperwork regarding the residents, house issues, and finances.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to maintain a professional manner at all times while representing the Agency.
- Ability to develop rapport with clients of all ages in the milieu.
- Demonstrate professional boundaries and appropriate self-disclosure when interacting with residents. • Basic math and computer skills with the ability to use Microsoft Office Suite.

MINIMUM QUALIFICATIONS:

- Must be 21 years of age (CA Licensing requirement)
- One of the following:
- Have a master's degree in a behavioral science from an accredited college or university, plus two years of employment as a social worker, as defined in section 80001 (s)(4), in an agency serving children or in a residential congregate care program for children.
- Have a bachelor's degree from an accredited college or university, plus at least three years administrative experience or supervisory experience over social work, direct care and/or support staff providing direct services to children in an agency or in a community care facility with a licensed capacity of seven or more. Job Title: STRTP Administrator Doc Location: HR Shared/Front Desk/Job Description Doc Date: 6/22/2017
- Have completed at least two years at an accredited college or university, plus at least five years administrative experience or supervisory experience over social work, direct care and/or support staff providing direct services to children in an agency or in a community care facility with a licensed capacity of seven or more.
- Be a qualified and certified group home administrator prior to January 1, 2017
- 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 talk or hear. The employee frequently is required to stand; walk; sit; move use hands, handle, or feel; reach with hands and arms. The employee is occasionally required to climb or balance, lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.
- While performing the duties of this job, the employee can be exposed to outside weather conditions. The employee can be exposed to wet and/or humid conditions, and very low and

high temperatures. The noise level in the work environment can be more than moderate.

CERTIFICATES, LICENSES, REGISTRATIONS:

Incumbents are required to meet standards set by the State of California Community Care Licensing: physical exam and health questionnaire; Tuberculosis screening clearance; Statement of Criminal Convictions; Child Abuse Index Check; and Department of Justice Fingerprint Clearance.

Required to possess and maintain a current and valid California driver's License, acceptable DMV record and maintain the California minimum vehicle comp and collision insurance.

CORE COMPETENCIES To perform this job successfully, an individual should demonstrate the following core competencies:

MISSION - Identifies with, shares in, and displays a commitment to the mission philosophy, and objectives of the organization. Consistently demonstrates knowledge of and commitment to the mission, gives consideration to the principles of the mission (core values; dignity, service, and social justice) in daily encounters and business transactions, and demonstrates caring, compassion, and sensitivity to others.

CHANGE LEADERSHIP - Demonstrates the ability to focus, provide direction and energize staff around planning and accommodating continuous improvement and change. Effectively leads change efforts, builds support for new policies and procedures, and ensures changes are accomplished. This includes holding people accountable to the common mission and goals that drive the change and for the culture that will support the change. It also includes challenging the status quo, championing appropriate change initiatives and creating an environment that encourages and supports these change initiatives.

ORGANIZATIONAL INTEGRITY - Understands and actively supports compliance with the organization's philosophy. This includes demonstrating and fostering legal, professional and ethical behaviors and practices in all professional activities, both inside and outside the Organization. Provides counsel and example to subordinate managers to ensure the Organization's operations reflect the highest standards of professional ethics.

LEADING - Demonstrates appropriate interpersonal skills to guide subordinates and/or peers to accomplish objectives; facilitates teamwork, participation and cooperation. Delegates/distributes work so that subordinates/peers have the necessary direction and skills to complete assignments. Measures and communicates performance information to peers and subordinates and fosters a work environment in which others develop their personal and functional competencies.

OBJECTIVE SETTING - Establishes objectives that are linked to and supportive of the organization's strategic plan. States objectives and results that are time-referenced, qualitative and quantitative. Effectively communicates the Organization's ongoing strategic plans and objectives to all staff levels. Supports and demonstrates a focus on measuring results.

PLANNING - Determines resources and actions required to accomplish objectives. Sets priorities and manages time effectively. Identifies potential problems/opportunities and plans contingent actions.

PERFORMANCE MANAGEMENT - Works to ensure that all Organization staff understands their role in the organization's business/strategic plan, the results they are expected to achieve, and the measurement of their performance in relation to expected results. Communicates department objectives and jointly establishes individual objectives and performance criteria with subordinates.

Provides ongoing feedback, reinforces positive performance, and takes corrective actions as necessary to improve performance. Conducts formal, *timely* reviews.

STAFFING - Recruits, orients, trains and compensates subordinates in order to achieve optimal use of human resources. Ensures that personnel decisions comply with all federal and state employment laws and regulations. Promotes equal employment opportunity and ensures appropriate corrective action is taken as necessary.

DECISION MAKING - Analyzes problems and opportunities and gathers pertinent facts. Identifies and weighs reasonable alternatives. Makes pragmatic decisions and takes action when and as appropriate. Uses sound judgment when taking risks.

INNOVATING - Develops new and unique ideas to improve existing systems or operations, and when new organizational approaches are needed. Encourages innovation and prudent risk taking among all staff. Seeks creative ways to resolve conflicts.

INFLUENCING - Demonstrates the ability to understand, create and utilize various influential relationships within the Organization. Get results without direct control through building, using and sustaining influence with superiors, peers and subordinates.

COMMUNICATING - Communicates and listens effectively by expressing ideas clearly and persuasively. Is proficient, organized and succinct in the work environment and supports an open and honest overall communications climate.

PROFESSIONALISM - Maintains the necessary level of professional knowledge and technical proficiency in areas of functional responsibility.

TEAMWORK AND COOPERATION - Demonstrates a genuine intention to collaborate with others. This includes a strong, optimistic, respectful view of individuals and teams. Fosters teamwork and cooperation including sharing information, soliciting input, encouraging others and also keeping aware of outcomes tied to the mission and strategic goals. Proper teamwork and cooperation should diminish unnecessary power structures by bringing decision-making and accountability to the team and encouraging teams to be self-directed.

BIAS FOR ACTION - Demonstrates a preference for taking action. This includes a tendency to act in a self-directed manner, to take action before being directed by others or forced by events, to seize opportunities and to be proactive in avoiding potential problems.

CUSTOMER SERVICE - Consistent with the Organization's mission, demonstrates a commitment to exceptional customer satisfaction to all parties with whom employees interface. Appropriately assesses who our customers are (e.g., anyone the individual has a responsibility to serve inside and/or outside the Organization). Conducts self in a polite, forthright manner, articulately communicating with others and using discretion, judgment, common sense and timeliness in customer service decision-making.

ACKNOWLEDGMENTS:

I have read and understand the entire job description stated above. I also understand KYJO Enterprises, Inc. retains the right to change the job description at any time. From time to time, you may be asked to work on special projects, to assist with other work necessary or important to the operation of your group homes or KYJO. Your cooperation and assistance in performing such additional work, or assignments is expected.

KYJO Enterprises, Inc. reserves the right to revise, modify, delete, or add procedures and work rules to the job description.

I certify that I can perform all of the “Essential Duties and Responsibilities” and possess the qualifications, certifications, medical exam clearance, California Driver’s License, acceptable DMV record and proof of insurance as stated in the job description, except as noted here (If none, so state):

I understand, and agree this job description does not constitute a written or implied contract for employment and my employment relationship with KYJO Enterprises, Inc. is “at-will,” and may be terminated with or without cause and with or without notice at any time by me or KYJO Enterprises, Inc.

Employee’s Signature

Date

Human Resources

Date

Executive Director

Date