

## **Job Posting – Program Supervisor – Family Services**

**The Healthy Start Coalition of Flagler and Volusia Counties** is a nonprofit organization striving to unite people and resources at the local level to meet the needs of pregnant women, infants, young children, and their families.

### **GENERAL PURPOSE**

Program Supervisor – Family Services functions as an integral part of the Healthy Start Coalition program team. This position will provide oversight for Family Place locations and the Parent Partner program. Oversight of the Parent Partner program and Family Place locations include managing and monitoring quality service delivery through the coordination of resources and available services.

### **ESSENTIAL FUNCTIONS/DUTIES**

1. Ensure the essential functions/duties and other responsibilities of employees are performed in accordance with their position descriptions and entered in WFS and other data systems according to policy and procedure.
2. Ensures the contracted number of participants to be served each fiscal year is met.
3. Ensure the program team meets or exceeds all outcomes and performance measures.
4. Provide and document supervision of employees in accordance with policy and procedure.
5. Ensure service documentation and data is up-to-date and filed in accordance with policy and procedure.
6. Conduct QA/QI activities according to policy and procedure.
7. Conduct routine program team meetings.
8. Complete administrative tasks, i.e., staff travel, check requests, purchase requests, participant assistance, etc.
9. Develop, implement, and document performance planning activities, i.e., discussions with staff related to their performance, commendations, performance improvement plans, performance evaluations, etc.
10. Participate in QA/TA Visits.
11. Complete additional tasks as assigned by HS Program Manager.
12. Provide oversight to HF Volusia/Flagler in absence of HF Program Manager.
13. Attend, complete training and adhere to HSCFV policies and procedures.

### **ADDITIONAL FUNCTIONS/RESPONSIBILITIES**

1. Maintain and manage caseload census.
2. Maintain supervision and training records of program team.
3. Maintain current knowledge of available community resources.
4. Report any knowledge or suspicion of child abuse, abandonment or neglect immediately to the Florida Abuse Hotline (1.800.96.ABUSE).
5. Attend supervision sessions and other meetings as scheduled.
6. Travel throughout Volusia and Flagler Counties to oversee implementation of program services.
7. Travel to out-of-area meetings, conferences and training as required.

*Please note this position description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

## **SUPERVISORY RESPONSIBILITIES**

This position supervises up to four (4) employees, Family Services Coordinator, Family Resource Specialist, and two (2) Parent Partners.

## **EDUCATION/QUALIFICATIONS/SKILLS & ABILITIES/COMPETENCIES**

### **Education:**

Master's degree in human services or fields related to working with children and families with one (1) year of relevant experience, or Bachelor's degree in these fields with three (3) years of relevant experience.

### **Qualifications:**

1. Minimum amount of experience is dependent upon level of education (reference Education section).
2. Excellent organizational skills.
3. A solid understanding of or experience in supervising and motivating staff, as well as providing support to staff in stressful work environments.
4. Family services experience which embrace concepts of family-centered, strength-based service provision.
5. Experience in providing services to culturally diverse communities and families.
6. Knowledge of infant and child development as well as parent-child attachment.
7. Experience in resource coordination with a strong background in prevention services to the 0-3 age population.
8. Knowledge of maternal-infant health and dynamics preferred.
9. Knowledge of local health and human service providers preferred.
10. Reflective practice experience preferred.
11. Bi-lingual preferred.

### **Competencies:**

1. Trustworthy; demonstrates a high level of integrity; maintains confidentiality.
2. Ability to manage performance of self and others, manage change and take initiative.
3. Strong attention to communication; excellent oral, written and persuasive communication skills.
4. Strong interpersonal awareness.
5. Provides excellent internal and external customer service.
6. Ability to establish and maintain trusting relationships.
7. Ability to work effectively with a wide variety of families and team members from diverse economic and ethnic backgrounds.
8. Demonstrates flexibility and ability to reprioritize as necessary; ability to maintain focus under stress.
9. Strong attention to detail and thoroughness.
10. Ability to establish focus and be decisive with a results-oriented approach.
11. Ability to foster teamwork, innovation, empower and develop others through motivational support.
12. Ability to gather diagnostic information and demonstrate analytical, forward and conceptual thought processes.
13. Ability to influence others and build collaborative relationships.
14. Ability to maintain accurate and effective documentation and record management.
15. Acceptance of individual differences.
16. Demonstrates self-confidence, stress management and self-care.
17. Open to reflective practice, i.e., has capacity for introspection, communicates awareness of self in relation to others, recognizes value of supervision, etc.

### **Computer Skills:**

- Intermediate proficiency in MS Word
- Intermediate proficiency in MS Excel

- Intermediate proficiency in MS PowerPoint
- Intermediate proficiency in MS Outlook
- Intermediate typing proficiency
- Beginner proficiency in virtual platforms, i.e., Zoom, GoToMeeting, etc.

**Math Ability:**

Level 2: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Language Ability:**

Level 3: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write reports and correspondence. Ability to speak effectively before groups.

**Reasoning Ability:**

Level 3: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Licenses/Certifications/Specialized Trainings:**

- Valid Florida Driver’s License, reliable vehicle, current automobile insurance policy and safe driving record.
- Ability to pass a Level II Background Screening and Drug Screening.

**SPECIAL CONDITIONS OF EMPLOYMENT**

**Physical and Environmental Requirements:**

1. Ability to work in a variety of locations that include, but not limited to the following: office, program participants’ homes (indoors or outdoors), other community locations (satellite offices, library, parks, restaurants, etc.), remotely from home or other locations utilizing virtual platforms, etc.
2. Ability to drive routinely to observe home visits, attend meetings, trainings, etc.
3. Ability to sit, stand, walk and reach with hands and arms.
4. Ability to occasionally lift and /or move up to 30 pounds.
5. Vision abilities required by this job include: close, distance, color, peripheral vision, depth perception, and the ability to adjust focus.
6. The noise level in the work environment is usually moderate (examples: business office with computers and printers, light traffic).

If you have a disability or other condition that would require you to need a reasonable accommodation to complete the essential functions of this position, please notify the Human Resources Manager to complete the accommodation request process.

**Please check applicable boxes**

- I have read this position description and I understand all of the essential functions/duties of this position.
- I am currently able to perform the essential functions/duties of this position without a reasonable accommodation.

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date