

Mental Health Association in Orange County, Inc.



SUPPORT SERVICES SUPERVISOR JOB POSTING

- I. Title:** Support Services Supervisor
- II. Reports to:** Developmental Disabilities Division Manager
- III. Job Objectives:**
- Provide direct supervision and oversight to the following programs: Respite (HRP), Community Habilitation (HRH), Community Habilitation (CIHS), In-Home After School Respite Program (RES), Community Habilitation-Residential (Com-R) and Youth Respite Program (YRES) staff as defined by the individual program participants Community Habilitation plan. Act as a liaison between per diem employees, program participants and/or families, Department of Mental Health, Office for People with Developmental Disabilities (OPWDD) and Medicaid Service Coordinators.
- Perform duties while actively promoting an environment consistent with MHA's Cultural Equity Policy and WELCOME Orange.
- IV. Job Qualifications:**
- Bachelor's Degree in related field with 2 years of supervisory experience working with individuals with special needs and their families,
OR
Associate's Degree with 5 years of supervisory experience working with individuals with special needs and their families.
 - Experience or background in Human Resources preferred.
 - Demonstrated proficiency in both written and oral communication, including public speaking skills.
 - Proficiency in Excel and electronic record systems required.
 - Mathematical competency required.
 - Must be highly organized, self-motivated, detail orientated and have the ability to coordinate multiple tasks simultaneously.
 - Ability to exercise sound judgment and to abide by regulations regarding confidentiality.

- Valid Driver's License and ability to drive with current driving record acceptable for agency insurance coverage.
- Must be clear and maintain an acceptable record under the OPWDD and Office of Mental Health (OMH) mandated criminal background check process.
- Must be clear and maintain an acceptable record under the Medicaid Fraud & Abuse clearance process.

V. Responsibilities:

- Complete all specialized mandatory trainings.
- Report any identifiable instances of child abuse and neglect to supervisor and appropriate authorities.
- Report all appropriate incidents using the Incident Review Management Application (IRMA) via OPWDD website.
- Conduct timely weekly processing of employees' timesheets/progress notes for CIHS, HRH, HRP, YRES, RES & Com-R for billing and payroll which will be submitted according to preset schedule.
- Supervise and train per diem staff for CIHS, HRH, HRP, YRES, RES, and Com-R programs.
- Ensure regular and ongoing communication and oversight of per diem employees including the facilitation of quarterly staff meetings.
- Facilitate/coordinate trainings for staff that can include all aspects of accurate and timely completion of necessary paper work requirements, and all aspects of optimal delivery of services to program participants. The services include but are not limited to: assisting with basic activities of daily living, personal finance matters, community integration, socialization, etc.
- Facilitate and train staff on the development and maintenance of optimal communication and productive/professional working relationship with program participants' family members and all natural supports.
- Assign and monitor program caseloads to ensure optimal service delivery and to maximize units of service.
- Take part in periodic site visits to monitor program services and document observations.
- Coordinate the schedules of CIHS, HRH, HRP, RES, YRES and Com-R staff.
- Process referrals through CHOICES from other agencies requesting services for their program participants.
- Schedule appointments for intakes and to introduce per diem staff to families and/or program participants receiving services.

- Develop, maintain and review (2 times per year during ISP review) Community Habilitation Plans with input from program participant and/or families and other service providers.
- Prepare and conduct annual Performance Appraisal Evaluations as per the yearly schedule.
- Communicate with Developmental Disabilities Division Manager on a weekly basis or as necessary regarding all aspects of program coordination.
- Ensure the implementation of program compliance with funding sources and other applicable regulatory agencies; participate in utilization reviews as necessary.
- Represent MHA at professional, community and internal meetings as necessary.
- Manage RELIAS training software for all per diem staff by assigning program specific trainings in order to keep electronic records up to date and maintain compliance with funding sources.

VI. Other Duties:

- Answer Helpline minimally one (1) hour per week and more often as needed.
- In the spirit of teamwork, answer MHA's main office phone as needed.
- Participate in MHA's committees as needed.
- Duties outlined above are intended to describe the essential job functions, the general supplemental functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

VII. Terms of Employment:

- Exempt.
- Forty (40) hours per week with flexibility to include nights and weekends.
- Paid holidays, vacation, personal and sick leave according to MHA policy.

Please send letter of intent and resume to:
Michelle Roe
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73 James P. Kelly Way
Middletown, NY 10940
or fax to (845) 343-9665
or email to mroe@mhaorangeny.com