



Job Description

Enhancing the Power of People to Achieve Personal Growth

We believe in a community where everyone has the opportunity to imagine, create, and live their chosen journey.

Position Title: Progression Development Supervisor

Reports To: Program Administrator

Probationary Period: Six Months

Position Status: Full Time

FLSA Status: Non-exempt

Supervises: Employment Specialists, Children's Tutors, Respite Aides

HIPAA Level of Accessibility: Level Three

Job Summary:

The primary function of the Progression Development Supervisor is to plan, develop, and establish programs and assist clients to pursue their goals while continuing to meet and accomplish STEP's Mission and Vision. The Progression Development Supervisor is also responsible for assuring compliance with all federal and state mandates while also assuring that services are of the highest quality.

Essential Duties and Responsibilities:

We are people-centered.

1. Provide coaching, service coordination, and other supports to assigned individuals and their planning teams, as needed, with emphasis on preparation for upcoming livelihood or career pursuits
2. Oversee the use of a variety of methods to assess the needs, abilities, interests and resources of the people receiving services
3. Oversee the development of person centered, individualized plans and programs to be implemented within the daily routines and activities in the community setting; developing clear, measurable objectives, and reporting on goal acquisition quarterly
4. Create direct care staffing schedules that meet the needs of the people in the program and are in alignment with person specific Individual Cost Plans
5. Develop individual direct care staff and teams who foster, enhance, and strive to assist people to develop the skills to build natural supports and relationships

We are collaborative.

1. Participate in the design, development, and expansion of career-focused services and products as requested
2. Communicate effectively with other agencies' representatives for problem solving and maintain documentation of phone and direct contacts with other service providers
3. Demonstrate and promote teamwork, cooperative communication, collaborative problem solving and responsible decision making
4. Collaborate and communicate with the entire PSP team, which includes the person receiving services, to coordinate services that address individual needs and lifetime transitions
5. Participate in appropriate collaborative efforts with schools, employers, vocational services providers, and other stakeholders in a manner that reflects STEP's values and culture
6. Engage clients and establish trusting, collaborative relationships directed toward the goal of achieving increased independence, career or livelihood outcomes
7. Collaborate with other STEP departments to assist in the actualizing of STEP's vision, mission, values, and culture
8. Work with supervisors/managers to address quality and performance issues as needed

9. Attend state and local trainings and events as assigned

We are open.

1. Identify and work with potential partners, funders, and other current or potential stakeholders
2. Provide training, coaching, observation, and problem-solving with program employees to assure thorough knowledge, proficient skills, and professionalism in the provision of services
3. Perform routine quality checks and follow-up to assure the quality of services
4. Monitor and document personnel management, including, but not limited to; training, time tracking, problem solving and performance conversations
5. Communicate openly with families, self, and colleagues in order to hold everyone accountable to STEP's vision and culture

We are fun and playful.

1. Support team members to create time in their everyday lives, including work, to acknowledge and celebrate their successes
2. Communicate and celebrate with teams the big and small contributions they make to the lives of others
3. Infuse appropriate humor and encourage others to laugh, take the disappointments lightly, and find deep satisfaction in all we do
4. Recognize, demonstrate gratitude, and applaud each person's unique gifts and contributions
5. Encourage appropriate humor and play in all functions and activities

We are excellent.

1. Maintain awareness of current job market information to increase understanding of opportunities available and identify employment options to pursue
2. Develop and administer appropriate job samples to determine learning ability, reaction to supervision, work with peers, work tolerances, physical tolerances and endurance
3. Prepare vocational evaluation reports detailing test results and their implications, job sample evaluations, summary of observations, work ethics and attitudes, physical capabilities, client's expressed and displayed vocational interests
4. Conduct reviews to ensure all documentation and services meet or exceed quality expectations
5. Assure the implementation and monitoring of services to address compliance with STEP policies and procedures, state policies and rules, federal guidelines, state and federal statutes, and applicable contracts and grants
6. Assure the accuracy, timeliness, and completeness of all required internal and external reporting
7. Follow procedures and policies as outlined and/or as instructed by STEP
8. Remain knowledgeable in current rules, regulations, statutes, and other requirements related to the services under development and in implementation
9. Complete all other duties and assignments in expected timeframes
10. Work with the the STEP team to develop, implement, and meet strategic goals
11. Oversee the fiscal needs of the people, as assigned, including monitoring and managing Goods and Services funding, fund requests, personal funds, spending and budgeting, access to funds, and financial skill acquisition for greater independence
12. Holistically address all health or safety concerns, maintain accurate and complete records, coordinate follow up action and document, as necessary, in a timely manner
13. Share the responsibility for on-call for direct care staff concerns, decisions and emergencies that staff do not have knowledge, ability or authority to resolve when a supervisor is not onsite
14. Perform all other duties and responsibilities as assigned

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualifications listed below are representative of the minimum knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

1. A bachelor's degree in human services, rehabilitation counseling, social work or related field from an accredited college
2. At least three years of experience working in the profession
3. Two years of experience in a supervisory, training, or oversight role is preferred
4. Successful experience developing, initiating, managing, and growing career related services is preferred

Knowledge/Skills/Abilities:

1. Must have strong communication skills to work with a diverse team
2. Must have computer skills and be able to use all required hardware and systems such as Excel, Word, databases, and web-based software
3. Must have ability to problem-solve and assist in decision-making including during emergencies or when a supervisor is not onsite
4. Must be able to meet and maintain STEP driving requirements and have reliable transportation
5. Must maintain current status regarding assigned core competencies and other required certification
6. Demonstrated ability to work productively with stakeholders to develop relationships is required
7. Proven creative abilities, strong organizational and time management skills are required
8. Must possess excellent oral, written and interpersonal skills and good customer service skills

Physical Demands and Work Environment:

1. Ability to travel to different locations, potentially in adverse weather conditions, with the possibility of overnight stays
2. Ability to function with minimal supervision and coaching within the responsibilities of the job description
3. Ability to work a non-traditional schedule as needed

HIPAA Level of Accessibility:

STEP, Inc. assures that health information is secure and protected in compliance with the Health Insurance Portability and Accountability Act (HIPAA). To assure this, employees are allowed access to protected information only so much as is required to perform the essential duties of their position. Each job description will include the level of accessibility that is required:

- Level One – access only to the information for the assigned clients.
- Level Two – access to all information for the clients receiving services within the program.
- Level Three – access to all information for the clients, and potential clients, receiving services within the department.
- Level Four – access to all employee information
- Level Five – access to all information for the clients receiving services within the agency and access to all employee information.

Statement of Understanding:

I have read the above position requirements. I assert that I meet the minimum requirements; I am able to perform the essential job functions and satisfy the expectation of regular attendance at the work site. I further understand that signing the job description does not constitute a written or implied contract of employment.

Signature

Printed Name

Date