

## **POSITION DESCRIPTION**

**CLASSIFICATION TITLE:** Supervisor

**POSITION TITLE:** Supervisor of Community Based Services

### **GENERAL STATEMENT OF RESPONSIBILITIES:**

This FLSA non-exempt position is responsible for the day-to-day supervision, provision, and supervision of Community Based Services in the Developmental Services Programs for individuals with developmental disabilities under the direction of the Eastern Shore Community Services Board.

Work requires leadership and involves the frequent interpretation and revision of guidelines and program decisions requiring the coordination and integration of staff to ensure that program needs are met; concerns with meeting individuals needs in community programs within a specified budget; managing the flow of inter and intra agency communication and providing programmatic and administrative consultation.

#### **General responsibilities include:**

- Providing program oversight to include developing services and coordinating services for individuals and new referrals;
- Providing professional interactions with client contacts (direct and indirect), i.e., families, medical personnel, sponsors, caregivers and/or staff;
- Providing day-to-day supervision of community based programs in the Developmental Services division; and
- Ensuring all service provision is completely and correctly documented by established deadlines and in accordance with the DOJ settlement, Medicaid, HCBS ruling and DBHDS guidelines.

In carrying out position responsibilities the incumbent performs in accordance with established ESCSB policies and procedures, is proficient in the use of electronic health records, demonstrates a high degree of initiative, works both independently and collaboratively, exercises sound judgment, maintains confidentiality, develops and implements current and new programs, and reports to and receives supervision from the Developmental Services Program Director.

#### **Major Duties:**

- Assist with the development of the budget for Developmental Services and conducts a monthly review of revenue generation and expenditures to ensure the

program is operating within budgeted amounts;

- Routinely meet with a representative of the Finance Department to review and monitor program revenue and expenses and implement plans to reduce the financial adjustments in each program;
- Conduct qualitative reviews of the electronic health record to ensure documentation is appropriate to service provision and in compliance with regulatory and payer requirements and that services are submitted for timely billing and maximum reimbursement;
- Provide timely and appropriate written documentation of services provided, to include but not limited to quarterly reports, intake documentation and incident reports;
- Assess, develop, modify, implement and evaluate the Developmental Services delivery system related to facility, staffing and individual needs;
- Oversee direct care services to individuals and families involving assessment/diagnosis, and treatment planning for service delivery that is focused on a person centered approach to ensure positive treatment outcomes that are under the choice, direction and control of the individual;
- Ensure compliance with agency policies and procedures, and regulatory agencies to include DMAS, DOJ, DBHDS, and other local, state, and federal regulations related to the provision of service delivery;
- Provide training, oversight, and supervision of designated staff to include positive role modeling, performance evaluations, supervisions, and corrective actions;
- Represent the ESCSB at public events and participates with community organizations, agencies, DBHDS, VACSB, advocacy groups, and other professionals on behalf of the agency as needed;
- Ensure the safety and well-being of all Developmental Services individuals and staff to the fullest extent possible during program operations and service delivery;
- Assist the DS Program Director to establish and implement departmental policies and procedures; and
- Perform other job-related duties as directed by the Director of Developmental Services and/or the Executive Director.

**QUALIFICATIONS:**

**BFOQ** - The QIDP must have at least one year of documented experience working

directly with individuals who have intellectual disability or other developmental disabilities.

The incumbent should have position-related experience with the population served, and in the operation of a program and facility, as well as staff supervisory experience and possess the following knowledge, skills, and abilities:

**Knowledge of:** Assessment, diagnosis, determination of functional limitations, service planning, and delivery for individuals with developmental disabilities; leadership and supervisory techniques; Human Rights, DOJ, Medicaid and DBHDS Licensure regulations, consumer record keeping and documentation; and inter- and intra-agency coordination.

**Skill(s) in:** Providing clinical and administrative supervision; program development; implementing policies and procedures for service delivery; problem solving; applying Medicaid, licensing, and human rights standards to day-to-day program operations; monitoring service delivery programs; working effectively with individuals with developmental disabilities or co-occurring disorders; communicating effectively; organization; completing required client and administrative-related documentation; modeling, teaching, and monitoring time management skills.

**Ability(ies) to:** Operate effective services within the parameters of managed care requirements, agency policies and procedures, and Medicaid, licensing, and human rights regulations; assess, analyze and evaluate program needs; understand and work in an electronic health record; motivate, mobilize and support staff; exercise sound judgment; sustain effective inter- and intra-agency working relationships; professionally and competently represent the agency at meetings; communicate effectively, verbally and in writing; maintain confidentiality; work effectively as a team member and individually; apply policies to program development; communicate policies to all affected parties; exercise, establish, and maintain effective working relationships as necessitated by work assignments; problem-solve and handle emergent situations with sound judgment; and expand program capacity by working with referrals in community sources.

**HIPAA Access Level:** 4 = limited access to client/employee/contractor information

**ORGANIZATION LOCATION:**

**EXECUTIVE DIRECTOR**

**DEVELOPMENTAL SERVICES PROGRAM DIRECTOR**

**SUPERVISOR OF COMMUNITY BASED SERVICES**

**SALARY RANGE & HOURLY RATE:** Classification Level IX

**EFFECTIVE DATE:** 8/28/2020

**POSITION DESCRIPTION CONTENT:**

Job descriptions are not intended to be, and should not be construed to be, all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job.

While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties from particular jobs and to assign other duties as necessary.

**SIGNATURES:**

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Supervisor of Community Based Services Date

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Developmental Services Program Director Date

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Executive Director Date