

**FAMILY RESOURCES
POSITION DESCRIPTION**

Position Title: Community Services Supervisor **Program:** Pinellas

Position Level: Supervisor

Reports To: VP of Community Services

POSITION FUNCTION/OVERVIEW:

The Community Services Supervisor provides leadership, and supervision of community program services in Pinellas County and maintains an active caseload including regular contact with clients. This position is responsible for leadership of two or more programs, with associated administrative tasks and provision of client services. The Community Services Supervisor is to provide supervision and management of the program and services designed by the agency. This position must maintain a wide range of working relationships internally and externally, advocate for client-driven and responsive services, and provide consistent leadership for the team. The individual holding this position ensures quality services to clients through the supervision and training of staff.

PRIMARY DUTIES/RESPONSIBILITIES:

- Provides guidance, supervision and expertise in the management and delivery of program services in Pinellas County.
- Maintain an active client case load of a minimum of 5 clients but no more than 10 clients from programs supervised.
- Responsible for oversight of suicide precaution procedures to include assessment, staff assessment training and removal from sight and sound precautions.
- Leads clinical treatment teams.
- Responsible for understanding funder requirements and expectations.
- Develops and/or manages effective programmatic systems to ensure contract compliance. This includes monthly program reports on program(s) progress toward meeting annual performance objectives and contract requirements
- Ensures the completion of required monthly, quarterly and semi-annual reports to address funders' contract compliance and internal quality control and data collection needs.
- Ensures that the program's financial resources are effectively managed; ensures program complies with established fiscal policies, procedures and controls.
- Assists with the development of grant applications as needed by the Chief Grants Officer.
- Participates in strategic processing by developing an annual operations plan for each program and reviews the plan and process regularly.
- Responsible for working knowledge of agency policies and working with Senior Director of Community Services to fairly and consistently implement the agency policies and procedures.
- Maintains good working relationships with funders, other agencies and community groups which represent sources of clients and/or support for clients. Represents the agency in a variety of community coalitions and committees related to programs under his/her direction.

- Works with Community Liaison under the direction of the Senior Director of Community Services to coordinate and implement an effective outreach plan to achieve optimum utilization of programs to meet contract objectives and obligations.
- Develops a strong, effective team and ensures that the team-based approach is used in the program.
- Ensures that the programs are staffed at the appropriate levels with individuals whose skills, abilities and accreditations are suited to their job responsibilities.
- Responsible for the development of staff related to their position with the agency. This includes annual training compliance, skill building and cross-training as needed for related programs.
- Responsible for proper staffing patterns to ensure appropriate client ratios and program coverage while staying within the budgeted program hours.
- Engages in monthly one to one staff supervision and appropriate documentation.
- Conduct regular staff meetings to ensure communication and team building is present in programs.
- Document all meetings to ensure employee compliance and professional growth.
- Responsible for timely and honest evaluation of program employees to include employee development objectives and goals.
- Coordinates with Chief HR Officer in a timely manner to address and implement appropriate employee disciplinary actions as necessary.
- Serves as data manager expert achieving expertise in all procedures related to data management.
- All other duties as assigned by supervisor.

QUALIFICATIONS

- Masters degree in Psychology, Counseling, Social Work or related field.
- State of Florida licensure in Social Work or Mental Health.
- Minimum five years experience with adolescents and their families with three years related supervisory experience preferred.
- Ability to lead in a team environment to provide quality services.
- Possess good organizational, verbal and written skills.
- Must be dependable, be discreet and possess good judgment.
- Bi-lingual (English/Spanish) preferred.
- The possession of a personal cellular phone or a company cellular phone is required for use in accordance with agency policy and procedures.
- Ability to develop and maintain effective working relationships with individuals from a variety of cultural and ethnic backgrounds.
- Must demonstrate awareness and acceptance of cultural differences of clients, staff and community contacts.
- Must demonstrate awareness and acceptance of LGBT community.
- Background compliant with requirements of the Department of Juvenile Justice.
- Valid Florida's driver's license, clear driving record and current automobile insurance.

POSITIONS SUPERVISED:

Community Counselors

Truancy Pinellas

Administrative Assistants

*Provide Clinical supervision weekly to Shelter Counselor(s)

Employee's Signature

Date

Employee Print Name

Supervisor's Signature

Date