

**FAMILY RESOURCES, INC**  
**POSITION DESCRIPTION**

<b>Position Title:</b> Residential Supervisor	<b>Program:</b> Residential
<b>Position Level:</b> Supervisor	<b>Reports To:</b> VP, Residential & RHY Services

**POSITION FUNCTION/OVERVIEW:**

This is a supervisory position with the responsibility of the day to day operations of the residential program. The individual holding this position manages the daily activities of the shelter staff and program in consultation with the VP, Residential & RHY Services. Duties also include facility maintenance, administration of the food program, recruitment and training of volunteers and provision of direct client services, as necessary.

The Residential Supervisor is expected to function independently. Work is reviewed primarily through regular conferences, work audits and general supervision. Initiative is encouraged consistent with the individual's assignments, background and experience.

**PRIMARY DUTIES/RESPONSIBILITIES:**

- ◆ Ensures Florida Network Quality Improvement standards are in place and practiced.
- ◆ Supervises and coordinates residential activities through daily discussions with VP, Residential & RHY Services.
- ◆ Schedules staff and volunteers ensuring 24 hour coverage.
- ◆ Supervises client behavior motivation system.
- ◆ Administers food program.
- ◆ Administers client satisfaction surveys.
- ◆ Maintains house management system for maintenance and upkeep of the physical plant.
- ◆ Maintains flexible schedule to supervise staff and monitor all shifts including 3pm-11pm, 11pm-7am and weekend shifts.
- ◆ Responds to the needs of the program in a timely manner.
- ◆ Assists with the implementation of the training plan.
- ◆ Supervises employees consistent with agency personnel policies in consultation with VP, Residential & RHY Services.
- ◆ Coordination with VP, Residential & RHY Services and Chief Human Resources Officer for addressing and implementing appropriate employee disciplinary actions.
- ◆ Maintains inventory and supply records.
- ◆ Maintains data necessary for the completion of various reports; prepares reports as required.
- ◆ Interviews staff and volunteers.
- ◆ Administers all work rules, disciplinary and employment practices including those related to equal opportunity employment.

- ◆ Ensures shelter is always prepared for inspections/surveys.
- ◆ All other duties as assigned by Program Director

**QUALIFICATIONS REQUIRED:**

- ◆ A Master’s or Bachelor’s degree in the human services field with 2 years of experience working with youth required. 2 years of supervisory experience required.
- ◆ Possess good organizational, verbal, and written skills.
- ◆ Must be dependable, discrete and possess good judgment.
- ◆ Demonstrate the ability to provide adequate supervision and guidance to staff.
- ◆ Demonstrate the ability to establish and maintain effective working relationships with co-workers, management and volunteers.
- ◆ 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 LGBTQ community.
- ◆ Must possess a cellular phone to be used for business purposes.
- ◆ Background compliant with requirements of the Department of Juvenile Justice.
- ◆ Valid Florida driver’s license, clear driving record and current automobile insurance required.

**POSITIONS SUPERVISED:**

- ◆ Case Manager
- ◆ Shelter Counselor
- ◆ Youth Development Specialists
- ◆ Cook

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Employee's Signature

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Date

\_\_\_\_\_  
Employee Print Name

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date