

ALLEGHENY FAMILY NETWORK

Family Support Supervisor Job Description

PAP Code: S-7-S
WC: 951
EEO: 2

Since AFN is a family run organization the Family Support Supervisor must be a “Family Member” meaning you have raised or are raising a child with mental health or emotional challenges.

Position Title: Family Support Supervisor
Reports To: Chief Service Officer

Functional Definition:

The Supervisor has responsibility for supervising direct care staff (FSPs) supporting families in Allegheny County. AFN focus is on families’ strengths and wellness and on fostering the families’ integration of supports whether natural and/or the use of Child Serving Systems or resources that match the family’s needs. The Supervisor will ensure positive partnering with already existing or new providers working with the family.

Under the direction of the Chief Service Officer, the Family Support Supervisor will provide leadership and implement the path and means for fulfillment of AFN services missions. The Supervisor will have indirect reporting relationships with other partners. Duties include the general supervision and coaching of designated staff, services accountability and criteria adherence and related administrative tasks. The Supervisor maintains a team approach to management and fosters a culture that encourages staff members to participate in planning both their specific jobs and AFN services. He/she seeks to establish a respectful, collaborative work environment that enhances the well being of both families and staff.

DUTIES AND RESPONSIBILITIES:

Administrative:

In collaboration with the Chief Service Officer, and other appropriate staff members, the Supervisor provides administrative leadership for the designated program(s). To this end, the Supervisor:

1. Implements the vision and direction for AFN services, in line with the AFN mission and philosophy. Implements goals and objectives for staff and services.
2. Complies with and monitors implementation of all agency/service policies and procedures. Identifies appropriate procedures for various situations; participates in policy and procedure development.
3. Monitors the request of Flex Funds and Family Development Funds (if applicable). Supports staffs in staying within the guidelines of these funding streams. Assures accurate completion of requests and forwards requests to the Chief Service Officer.
4. Communicates with the Chief Service Officer regarding any operational, personnel, family, and administrative issues. Advocates for processes and decisions, which are consistent with AFN services stated values and mission.

5. Participates in weekly program meetings, community support meetings and other related meetings as scheduled. Leads regular staff unit meetings. Identifies issues and recommends appropriate action to resolve problems.
6. Attends trainings to promote professional growth and development. When attending seminars or conferences will bring back valuable information to share with colleagues and staffs.
7. Performs job-related tasks other than those specifically stated.

Personnel:

The Supervisor oversees the following staff issues: team building, additions/terminations, supervision, performance evaluation, training, and professional and personal development.

1. Fill vacancies in a timely fashion.
 - Follow recruitment and hiring process and procedures
 - Recruit a diverse pool of experienced family members.
 - Partner with colleagues, and all other appropriate collaborators to implement interviewing and hiring process
2. Along with HR provides orientation and in-service training for staff. Creates individual staff professional development program to include ongoing training and certifications to ensure staff knowledge and expertise in order to deliver high quality service.
3. Provides supervision to Family Support Partners (FSP) that is strength-based, proactive, and collaborative with key partners in the project.
 - Implement applicable policies and procedures related to the role and responsibilities of the FSP and family involvement.
 - Ensure that staffs are fully trained and credentialed if applicable.
 - Develop and implement collaborative, cooperative, regularly scheduled, individual and group supervision with FSPs.
 - Makes home visits occasionally with Family Support Partners for in-vivo coaching to ensure fidelity to the model and to ensure the family's needs are being recognized and addressed in a strength-based manner.
 - Assess performance and implements strength based on going professional development plans for each FSP. Completes probationary and annual performance evaluations and recommends appropriate personnel actions.
 - Review all encounters to ensure accountability and compliance.
4. Monitor staff's hours and schedule and ensures compliance with AFN policy and procedures. Follow policy for flex, overtime, and PTO and monitor in ADP for proper use.

Programmatic:

The Supervisor provides guidance for ongoing programmatic development.

1. Provide leadership and modeling. (As defined in Family Development credentialing and High Fidelity Wraparound credentialing)
 - Work collaboratively with all supervisors and staff.
 - Ensure the "family voice" is heard in all aspects of governance, planning, development, implementation, evaluation, and the provision of services.

- Collaboratively develop and implement problem solving strategies that promote positive work environment and focus on positive outcomes for the families.
- Facilitate the use of strategies for providing culturally responsive services.
- Assure AFN's compliance with all grant related requirements.
- Assist in the understanding of formal and natural supports and the importance of culturally competent, strength-based, family involvement.

2. Reviews the documentation of the staff to ensure that the program standards are being met, family goals are reflected in progress notes, and monitor for accuracy and timeliness.

3. Ensures that staff is meeting documentation requirements for all administrative processes (check requests and reimbursement etc.).

Minimum Qualifications:

Bachelor's degree or equivalent experience in human services or related field is strongly preferred. At least, one year experience in direct supervision of staff required. Experience in working with families and communities on behalf of children with mental health issues is highly desirable. You must be or have been a care giver/parent raising a child with mental health or emotional challenges.

Specific Position Requirements:

1. Knowledge gained by parenting/caregiver of a child with mental health problems.
2. Ability and skill in providing strength-based supervision and in maintaining focus of staff performance.
3. Strong leadership, team building, and administrative skills.
4. Excellent communication, listening, and interpersonal skills including public presentations.
5. Strong organizational skills.
6. Ability to work independently and as part of a team.
7. Familiarity with location and access of community resources, and services for children.
8. Negotiation and conflict resolution abilities.
9. Creative, optimistic, and open to new ideas, strategies, and concepts.
10. Demonstrate ability to set priorities and manage multiple job responsibilities efficiently and effectively.
11. Ability to work with individuals from diverse backgrounds in a culturally responsive manner.
12. Ability to document program outcomes and other required paperwork.
13. Computer skills in Microsoft Word, Excel, Power Point, Access, Outlook, and Publisher.
14. Valid PA driver's license and reliable means of insured transportation required. Must be able to travel locally, out of county, and nationally as needed.
15. Available to work evenings and weekends as needed.
16. Commonwealth of Pennsylvania Act 33/34 Clearances and Federal clearances.
17. Ability to be trained in Family Peer Support models.

Letters of interest and resumes can be sent to Kelsey Speelman@
kspeelman@alleghenyfamilynetwork.org or an application can be completed on our website:
www.alleghenyfamilynetwork.org

Employee Name Printed: _____

Employee Signature: _____ Date: _____