

Job Description

Title:	Director of Development and Communications
Department:	Financial Development
Exempt Status:	Exempt
Pay Status:	Salaried
Immediate Supervisor:	Chief Executive Officer
Immediate Subordinates:	Annual Giving Officer, Financial Development Assistant, Donor Relations Coordinator, Marketing and Events Coordinator
Primary Location of Work:	Cobb Center at Dunn Cottage, Travel required
Typical Workweek:	40 hr. Monday through Friday, some nights and weekends required
Approval Authority:	Chief Executive Officer
Reviewing Authority:	Policy & Personnel Committee of the Board of Directors

Overall Purpose of the Job:

The Masonic Home for Children at Oxford is dedicated to providing the highest level of care for children in a loving and supportive home environment. The Director of Development and Communications will provide leadership and direction for all aspects of the Financial Development Team at the Home. Led by the vision and mission of MHCO, the Director of Development and Communications will build a comprehensive advancement program to secure the funds necessary to sustain and grow the programs of MHCO.

Major Functions for which the Employee has Direct Responsibility:

Priority

1. Lead Fundraising Program for the Home

80% of time

- a. Produce and lead a comprehensive advancement plan, that is in line with MHCO's mission and vision, to drive revenue growth through annual, major, and planned giving.
- b. Coordinate the identification, cultivation, solicitation, and stewardship of donors both personally and through the financial development team and executive staff of MHCO.
- c. Build and manage a personal portfolio of major and planned gift donors.
- d. Manage the annual giving fund strategy.
- e. Oversee the Home's stewardship and recognition strategy including, but not limited to, the Hayes Neal Society.
- f. Oversee donor database and all gift reporting to ensure accurate records and the effective use of data to drive strategy.
- g. Develop and execute the Home's strategy for grant applications collaborating with the appropriate MHCO team members.
- h. Represent MHCO to the public in an engaging and compelling way to inspire support for the Home.

Priority

2. Lead the Home’s Development Team

10% of time

- a. Provide supervision, guidance, and coaching to all members of the financial development team.
- b. Encourage and support a team environment that includes creative thinking, shared goal setting and problem solving, and unity in purpose.
- c. Regularly conduct supervisory meetings with all assigned staff, and conduct initial, periodic, and annual performance reviews for those staff.
- d. Using a data-drive approach, engage and equip other MHCO departments in fundraising efforts.
- e. Serve as a member of the Home’s leadership team.
- f. Serve as the liaison between MHCO and the North Carolina Masonic Foundation.

Priority

3. Serve as the Home’s Director of Communication

10% of Time

- a. Oversee all external communication of MHCO including print and electronic marketing material, newsletters, and other media.
- b. Oversee and manage the brand and voice of MHCO.
- c. Craft powerful and compelling written and oral communications.

Person Specification

Position: Director of Development and Communications

Prerequisite Qualification, Education, Experience, or Certification:

- a. The person occupying this position must have a bachelor’s degree from an appropriately accredited institution in Marketing, Communications, or related field.
- b. Four years of full-time experience in a financial development environment.
- c. Excellent written and verbal communication skills.
- d. Thorough knowledge of fundraising data software and database management abilities.
- e. Excellent organizational skills, project management experience, and high attention to detail.
- f. Proficient in Microsoft Office Suite
- g. Must hold a valid driver’s license and have the ability to travel throughout the state of North Carolina.

Physical Requirements/Working Conditions:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Physical effort is minimal.
- 75 % of the workday is spent sitting, standing intermittently, and bending.
- Must be able to lift and carry up to 20 pounds.
- Requires manual coordination to operate a computer, and other business equipment.

- Requires continuous mental and visual attention to diversified operations.
- Must be able to function efficiently despite distractions and interruptions.
- Communicates orally in English and/or in writing with residents, coworkers, families, and the public.

Employee's Signature

Date

Supervisor's Signature

Date

Job Description

Title:	Residential Supervisor
Department:	Direct Care Program
Exempt Status:	Exempt
Pay Status:	Salaried
Immediate Supervisor:	Director of Residential Services
Immediate Subordinates:	CCWs
Primary Location of Work:	Saint John's Administration Building & Cottages
Typical Workweek:	40 hr. Monday through Friday, after hours on-call, some weekends
Approval Authority:	Chief Executive Officer
Reviewing Authority:	Policy & Personnel Committee of the Board of Directors

Overall Purpose of the Job:

The overall purpose of this job is to provide supervision and leadership to direct Child Care Workers; ensure that the mission and implementation of providing quality services to all residents is conducted according to best practices, Agency policies and procedures, and in accordance with existing laws; and finally, provide emergency Child Care Work in the Homes they supervise as needed.

Major Functions for which the Employee has Direct Responsibility:

1. Provides Direct Supervision and Leadership to the Child Care Workers

65% of time

A. Supervisory Duties

- 1) Communicates with the on-duty Child Care Workers throughout the workweek and on call as needed to ensure that the program of care is being followed and that the Agency directives, state regulations and accreditation standards are being adhered to both in spirit and intent.
- 2) Trains and motivates Child Care Workers as needed to assist with teaching appropriate developmental skills related to social, behavioral, cognitive, physical, independent living, and emotional management.
- 3) Provides supervision, monitors, evaluates, and documents the progress of the Child Care Workers according to job description, policy and procedures, and performance evaluations, and provides written and oral reports to the Director of Residential Services as required.
- 4) Works with the case managers to coordinate transportation requirements necessary for the smooth and economical conducting of Agency business.
- 5) Works with the case managers to ensure and assist with coordination and utilization of support services related to food services, clothing, education, medical, recreation, and spiritual development.

B. Operative Duties

- 1) Provides direct transportation for residents on an as-needed emergency basis.
- 2) Provides emergency childcare in the Homes whenever there is a shortage or whenever new CCWs need to be pre-service trained.
- 3) Assists in caring for residents during the summer months and during special times such as the Masonic Homecoming, lodge and civic club picnics, Christmas parties, and other special events.
- 4) Inspects Homes, vehicles, and agency property for cleanliness, destruction, vandalism, maintenance, safety, and suitability to purpose and mission.
- 5) Ensures CCWs implement relevant directives and coordination of activities with support services such as recreation, spiritual development, food service, clothing, etc.
- 6) Provides on-call support to their teams and residents.
- 7) Ensures that monthly drills, shift change case notes and checklist, and weekly case notes are completed and uploaded to extendedReach.
- 8) Meets regularly with the Child Care Workers and documents monthly supervision.
- 9) Creates and maintains schedules for Child Care Workers.
- 10) Leads crisis management and intervention efforts.

2. Functions as an Integral Part of the Program Team.

15% of time

A. Supervisory Duties

- 1) Incorporates, implements, and conducts necessary collateral duties, as assigned by the Director of Residential Services, to enhance and support program elements such as the resident work program (Kid\$Earn), educational tracking and awards (Troutman's), communications, and/or family activities designed to promote positive/cooperative involvement.
- 2) Assists the Director of Residential Services with coordinating and implementing new services or with modifications of existing services.
- 3) Provides recommendations to the Director of Residential Services for merit and professional development bonuses.

B. Operative Duties

- 1) Serves as a member of the PQI Team and assists in Agency risk management duties.
- 2) Chairs or participates in various subcommittee work related to PQI and other program evaluations.
- 3) Communicates regularly with the Director of Residential Services regarding current concerns and needs of the program.

3. Serves as an Ambassadorial Representative of the Agency to the Community.

10% of time

A. Supervisory Duties

- 1) Provides direct supervision and accompanying documentation for individuals doing internships in pursuit of their degrees in social work or case management from colleges and universities.

- 2) Provides direct supervision and counsel to CCWs work on his/her Team.
- 3) Participate actively in matters of marketing and promoting the program.

B. Operative Duties

- 1) Participates as needed and able as a representative of the agency by being an active member of various community social services committees or field related associations in which the Agency is obligated such as Benchmarks, Child Welfare League of America, local mental health advocacy council, local Chapter of the Prevent Child Abuse North Carolina Association, etc.
- 2) Participates as needed as a representative of the Agency by making presentations to various organizations and businesses in support of the Agency programs and services.
- 3) Participates as an active member of various social services department review teams as needed and based on current resident population placed by the local social services.

4. Professional Development

10% of time

A. Supervisory Duties

- 1) Ensures that any employee, volunteer, or intern under his/her supervision is properly trained prior to assuming duties through pre-service/orientation training.
- 2) Ensures that any employee, volunteer, or intern under his/her supervision remains properly trained during their tenure through in-service training, higher education courses, personal counseling, assigned readings, etc.
- 3) Provides supervision and leadership during classroom training offered by Agency personnel or other instructors involved in in-service.

B. Operative Duties

- 1) Shares in the responsibility of teaching professional courses during pre-service/orientation training, in-service training, and training on procedures and policies of the Agency.
- 2) Participates fully as a student in in-service training and training on procedures and policies of the Agency.
- 3) Maintains educational qualification and professional certification training relevant to the position.
- 4) Maintains credentials and professional association membership relevant to the position.

Person Specification

Position: Residential Supervisor

Prerequisite Qualification, Education, Experience, or Certification:

The person occupying this position must possess a graduate degree in human services or an undergraduate degree in a human services field, with directly related experience of two years.

Physical Requirements/Working Conditions:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Seventy-five percent of the workday is spent sitting, standing intermittently, and bending.
- Should be able to walk, bend, and stoop to perform essential functions of the job.
- Must be able to lift and carry up to 20 pounds.
- Requires manual coordination to operate a computer, and other business equipment.
- Requires continuous mental and visual attention to diversified operations.
- Must be able to function efficiently despite distractions and interruptions.
- Must be able to communicate orally in English and/or in writing with residents, coworkers, families, and the public.

Major Function or Responsibility

Required Qualification, Education, or Certification

Provides Case Management and Staff Supervision	Human relations and verbal communication skills. Supervisory experience needed. Residential live-in experience needed. Additional training in working within the team. On the job training in case management and the development of Individualized Service Plans (ISPs).
Functions as an Integral Part of the Team	Personal communication skills and personality control such as to allow for compromise and negotiation and to permit reaching consensus and assist others in reaching consensus. Human relations skills that allow for participation in group decision-making and presenting a united approach toward the case management after the group decision is made.
Represents Agency to the Community	Thorough knowledge of all Agency programs and related social services. Thorough knowledge of Agency policy & procedures. A working knowledge of the missions and the functions of the various affiliations and associations to which the Agency belongs. Ability to speak well in public to groups and individuals in support of the Agency and the Masonic organizations.

Professional Development	Ability to teach job related subjects through training and supervision.
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Employee's Signature

Date

Supervisor's Signature

Date

Job Description

Title:	Case Manager
Department:	Direct Care Program
Exempt Status:	Exempt
Pay Status:	Salaried
Immediate Supervisor:	Director of Residential Services
Immediate Subordinates:	None
Primary Location of Work:	Saint John's Administration Building & Cottages
Client:	Residents/Children & Families Assigned to Caseload
Typical Workweek:	40 hr. Monday through Friday, after hours on-call, some weekends
Approval Authority:	Chief Executive Officer
Reviewing Authority:	Policy & Personnel Committee of the Board of Directors

Overall Purpose of the Job:

The overall purpose of this job is to provide supervision and leadership to residents; provide counsel and related services for resident children and their families; ensure that the mission and implementation of providing quality services to all residents is conducted according to best practices, Agency policies and procedures, and in accordance with existing laws; and finally, provide emergency Child Care Work in the Homes they supervise as needed.

Major Functions for which the Employee has Direct Responsibility:

1. Provides Case Management and Case Supervision for Residents in His/Her Caseload. 65% of time

A. Supervisory Duties

- 1) Provides assessments and service planning to residents, caregivers, and family members.
- 2) Ensures that proper entries are documented in the residents' official case records.
- 3) Communicates and coordinates with other community counseling sources to ensure that children that are not appropriate for Agency counseling services are referred to the agency or source that best fits their needs.
- 4) Coordinates service delivery through various internal and external professionals working with the residents.
- 5) Communicates with others involved in the service delivery and case plan of the resident regularly to ensure that the case plan is being followed and that the child/family are making progress toward the goals and concerns that were mutually agreed upon in the plan.

- 6) Provides medical oversight to include communication with the agency's pharmacy, communicates with legal guardians, and maintains residents' medical files in accordance with licensing.

B. Operative Duties

- 1) Meets with residents, both individual and families, in accordance with Individualized Service Plans (ISPs) developed for the resident and family's individual needs as determined by the assessments.
- 2) Arranges for clients to be seen by additional therapists or medical personnel as necessary and as approved by the Director of Residential Services to ensure quality services (Triaging).
- 3) Provides, in coordination with other agency personnel, regular, on-going, age-appropriate, training and education sessions with all residents in their caseload regarding such topics as client rights, body rights, sexually transmitted diseases, regular growth and development, dangers of tobacco usage, domestic violence, etc.
- 4) Supports and encourages residents to participate in recreational, wellness, spiritual development and cultural activities.
- 5) Oversees new referrals including gathering information, determining if the placement is appropriate, conducting Pre Placement Assessments for potentially appropriate referrals, and maintaining communication with the referral source.
- 6) Ensures completion of all admission paperwork, coordinates initial medical and dental appointments, and creates paper and electronic case files/medical records.
- 7) Assists and coordinates with clients being seen by psychologists and/or psychiatrists.
- 8) Facilitates the Child and Family Team for each resident. Ensures that the resident, legal guardian and all team members share information about resident progress and has input on the goals for the service plans.
- 9) Ensures that follow up exams, physicals, biannual dental appointments are made and documentation is recorded.
- 10) Ensures that resident files are maintained and updated including annual consents in compliance with state licensing and agency policies.
- 11) Provides crisis management and helps with intervention efforts.
- 12) Provides aftercare services to ensure stability of placement after discharge with the exception of guardian refusal.
- 13) Provides coverage in the cottage during the day and overnight when required to ensure supervision and safety of residents.

2. Functions as an Integral Part of the Program Team.

15% of time

A. Supervisory Duties

- 1) Incorporates, implements, and conducts necessary collateral duties, as assigned by the Director of Residential Services, to enhance and support program elements and/or family activities designed to promote positive/cooperative involvement.

- 2) Assists the Director of Residential Services with coordinating and implementing new services or with modifications of existing services.

B. Operative Duties

- 1) Serves as a member of the PQI Team and assists in Agency risk management duties.
- 2) Chairs or participates in various subcommittee work related to PQI and other program evaluations.
- 3) Communicates regularly with the Director of Residential Services regarding current concerns and needs of the program.

3. Serves as an Ambassadorial Representative of the Agency to the Community. 10% of time

A. Supervisory Duties

- 1) Participate actively in matters of marketing and promoting the program.

B. Operative Duties

- 1) Participates as needed and able as a representative of the agency by being an active member of various community social services committees or field related associations in which the Agency is obligated such as Benchmarks, Child Welfare League of America, local mental health advocacy council, local Chapter of the Prevent Child Abuse North Carolina Association, etc.
- 2) Participates as needed as a representative of the Agency by making presentations to various organizations and businesses in support of the Agency programs and services.
- 3) Participates as an active member of various social services department review teams as needed and based on current resident population placed by the local social services.

4. Professional Development 10% of time

A. Supervisory Duties

- 1) Provides supervision and leadership during classroom training offered by Agency personnel or other instructors involved in in-service.
- 2) Provides task management for interns or volunteers.

B. Operative Duties

- 1) Becomes a trainer for programs supported and implemented by the Agency.
- 2) Shares in the responsibility of teaching professional courses during pre-service/orientation training, in-service training, and training on procedures and policies of the Agency.
- 3) Participates fully as a student in in-service training and training on procedures and policies of the Agency.
- 4) Maintains educational qualification and professional certification training relevant to the position.
- 5) Maintains credentials and professional association membership relevant to the position.

Person Specification

Position: Case Manager

Prerequisite Qualification, Education, Experience, or Certification:

The person occupying this position must possess a bachelor’s of social worker degree, or an undergraduate degree in human services with two years of experience in human service, or an undergraduate degree with four years of experience in human service.

Physical Requirements/Working Conditions:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Seventy-five percent of the workday is spent sitting, standing intermittently, and bending.
- Should be able to walk, bend, and stoop to perform essential functions of the job.
- Must be able to lift and carry up to 20 pounds.
- Requires manual coordination to operate a computer, and other business equipment.
- Requires continuous mental and visual attention to diversified operations.
- Must be able to function efficiently despite distractions and interruptions.
- Must be able to communicates orally in English and/or in writing with residents, coworkers, families, and the public.

Major Function or Responsibility

Required Qualification, Education, or Certification

Supports Children and Families	At least a bachelor’s degree in social work, or an undergraduate degree in human services with 2 years of experience, or an undergraduate degree with 4 years of experience in human services. Ability to implement strengths-based approach, natural and logical consequence approach, and other specifically approved programs.
Provides Case Management	Human relations and verbal communication skills. On the job training in case management and the development of Individualized Service Plans (ISPs).
Functions as an Integral Part of the Team	Personal communication skills and human relations skills that allow for participation in group decision-making and presenting a united approach toward the case management after the group decision is made.
Represents Agency to the Community	Thorough knowledge of all Agency programs and related social services. Thorough knowledge of Agency policy & procedures. A working knowledge of the missions and the functions of the various affiliations and associations to

Job Description

Title:	Director of Residential Services
Department:	Direct Care
Exempt Status:	Exempt
Pay Status:	Salaried
Immediate Supervisor:	Chief Operating Officer
Immediate Subordinates:	Supervisor/Clinicians, Program Assistant, Resident Advisors, Childcare Worker Supervisor
Primary Location of Work:	Saint John's Administration Building
Client:	Supervisory & Support Staff
Typical Workweek:	40 hr. Monday through Friday with 24 Hour On-Call Availability
Approval Authority:	Administrator
Reviewing Authority:	Policy & Personnel Committee of the Board of Directors

Overall Purpose of the Job:

The overall purpose of this job is to provide supervision, leadership, maintenance and evaluation of the Agency's residential program to ensure it is conducted according to best practices, agency policies and procedures, accreditation standards, licensing requirements and in accordance with existing law.

Major Functions for which the Employee has Direct Responsibility:

- 1. Provides Direction and Overall Supervision for Agency's Residential Program. 45% of time**
 - A. Supervisory Duties
 - 1) Ensures that the residential program is staffed appropriately and economically.
 - 2) Provides direct supervision to the agency's supervisor/clinicians in accordance with policy and procedure, as well as offering feedback in a manner that encourages professional growth. Provides feedback and supervision to Child Care Workers indirectly through assigned personnel.
 - 3) Acts as a member of the Leadership Team of MHCO to promote a positive culture of trust, teamwork, and collaboration with the task of creating a quality child care institution.
 - 4) Assists the CEO and COO, if applicable, in performing Risk Management functions related to safety and wellbeing of the campus facilities. Ensures buildings and grounds are inspected on a routine periodic basis and that all risk producing elements and issues are eradicated immediately.
 - 5) Communicates with all subordinate staff regularly throughout the workweek to ensure that the program of care is being followed and that the agency and state regulations are being adhered to both in spirit and intent.
 - 6) Ensures that training and supervision are being provided to and for the staff and volunteers assigned to programs and services.

- 7) Ensures that service delivery elements and needs for the resident and the resident's family are being provided either by this Agency or agencies external to the MHCO.
- 8) Leads the effort to maintain accreditation with the state of North Carolina for MHCO's residential program, including oversight of case file compliance, disaster planning, and health and safety inspections.

B. Operative Duties

- 1) Provides recommendations to the CEO and COO for merit and professional development bonuses.
- 2) Coordinates transportation requirements, to include fleet vehicles and program vehicles, necessary for the smooth and economical conducting of agency business.
- 3) Assists in evaluation of programs for outcome measures, analyses data, and designs and coordinates appropriate adjustments in programs and services to ensure best practices and ethical interventions.
- 4) Inspects homes, vehicles, and agency property for cleanliness, destruction, vandalism, maintenance, safety, and suitability to purpose and mission.
- 5) Participates as Chair of the DC Program Team and the ILP Program Team. Has primary responsibility for oversight of resident applications, pre-placement assessments, and intake process to ensure efficient screening and appropriateness of referrals.
- 6) Participates as a full member of the Performance Quality Improvement Team.
- 7) Develops, integrates, and implements family-centeredness actions to ensure that families are involved in as many Agency activities and functions as possible and that families are receiving the services that they need to keep family ties and bonds intact and that efforts toward reintegration are being maximized.
- 8) Assists in the grant writing process by providing necessary information and data as they relate to the residential program at MHCO.
- 9) Participates as a member of the Program Planning Committee and other Board functions as directed.
- 10) Participates in the coordination of agency activities on the agency calendar.

2. Provides Direct Supervision and Leadership to the Program Supervisory Staff and Other Immediate Subordinates. 40% of time

A. Supervisory Duties

- 1) Communicates with subordinates regularly to ensure that case planning is being accomplished and that every child is making appropriate progress toward the goals and concerns enumerated on Individual Service Plans (ISPs).
- 2) Coordinates and communicates with ILP Resident Advisors regularly to ensure appropriate and effective case management, training, utilization of external agencies, transportation coordination, and related activities.
- 3) Publishes the work schedule for subordinate staff.

- 4) Monitors and evaluates the progress of the subordinate staff and provides written and oral reports to the CEO as required.

B. Operative Duties

- 1) Ensures that subordinates are professionally trained and qualified for their positions. Develops and implements a Supervision Plan for all subordinates.
- 2) Assumes primary responsibility for the development and implementation of the Agency Professional Development Plan and Annual Training Plan.
- 3) Coordinates with service providers and staff in obtaining therapeutic and psychiatric services for residents in both Direct Care and ILP programs.
- 4) Leads crisis response interventions.
- 5) Assumes the lead role for ensuring state licensing standards are met and that reports to the state licensing consultant are being submitted accurately and in a timely manner.
- 6) Ensures that all clients and their families receive instruction on client rights, ways to present grievances, and avenues for presenting recommendations for change in the system.
- 7) Has primary responsibility for ensuring that all client records and files are completed appropriately and assists with reviews for quality assurance standards.
- 8) Has primary responsibility for the oversight of the Individual Service Plans (ISPs) to include an organized structured plan to review all ISPs for appropriateness of goals with regard to presenting diagnosis/assessment, active participation from the client, his or her family, county DSS workers, Agency Clinicians and others involved in the Plan, and that no clinician is reviewing his/her own plan.
- 9) Responsible for the oversight of medication needs of residents.

3. Professional Development

10% of time

A. Supervisory Duties

- 1) Ensures that subordinate staff is properly trained prior to assuming duties (pre-service/orientation training).
- 2) Ensures that the subordinate staff remains properly trained during their tenure as employees (in-service training, higher education courses, personal counseling, assigned readings, etc.).
- 3) Provides supervision and leadership during classroom training in in-service and professional development.

B. Operative Duties

- 1) Shares in the responsibility of teaching professional courses during pre-service/orientation training, in-service training, and training on policies and procedures of the Agency.
- 2) Participates fully as a student in in-service training and training on policies and procedures of the Agency.
- 3) Maintains a high degree of professional education and training to ensure his or her ability to offer the highest level of best practice for the clients in his or her team.

- 4) Maintains educational and certification training required for the position to include national certification as a Child Care Worker and certification in his/her own specialty.

4. Serves as an Ambassadorial Representative of MHCO to the Community.

5% of time

A. Supervisory Duties

- 1) Provides direct supervision to staff and residents during on and off-campus activities sponsored by lodges, community businesses, civic, or religious groups.
- 2) Assists and participates in program involvement in Agency public relations activities such as Masonic Homecoming Festival and additional events as required.

B. Operative Duties

- 1) Participates as a representative of the Agency by attending various community social services committees.
- 2) Participates as needed as a representative of the Agency by making presentations to various groups.
- 3) Participates as an active member and provides leadership in any of the several field-related associations to which the Agency is obligated.

Person Specification

Position: Program Director

Prerequisite Qualification, Education, Experience, or Certification:

The person occupying this position must possess a graduate degree in the human services field and five (5) years of supervisory experience. They should have experience in residential childcare or treatment including experience as a live-in Child Care Worker. A valid North Carolina Driver's License is required.

Physical Requirements/Working Conditions:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Part of the workday is spent sitting, standing intermittently, and bending.
- Must be able to lift and carry up to 20 pounds.
- Requires manual coordination to operate a computer, and other business equipment.
- Requires continuous mental and visual attention to diversified operations.
- Must be able to function efficiently despite distractions and interruptions.
- Communicates orally in English and/or in writing with residents, coworkers, families, and the public.

Major Function or Responsibility

Required Qualification, Education, or Certification

<p>Provides direction and overall supervision for Agency Programs.</p>	<p>Ability to counsel and communicate with adults and youth. Demonstratable knowledge in program management, development and implementation.</p>
<p>Provides direct supervision and leadership to subordinate staff.</p>	<p>Formal education equal to or greater than the employees he/she must supervise. Additional training in leadership and supervision through an approved course.</p>
<p>Professional Development</p>	<p>Ability to teach job related subjects. Ability to maintain multiple schedules. Certification in professional field, Nonviolent Crisis Intervention and Residential Child and Youth Care Professional certification.</p>
<p>Represents Agency to Community</p>	<p>Thorough knowledge of all the Agency programs and related social services. Thorough knowledge of Agency policies and procedures. A working knowledge of the missions and the services of associations with which the Agency is affiliated. Ability to speak well in public to groups and individuals in support of the Agency.</p>

Employee's Signature

Date

Supervisor's Signature

Date