



Position Summary

The Front Line Supervisor (FLS) works with Direct Support Professionals, team members, and persons in services to ensure quality support to each person in making day-to-day choices that lead to greater independence and to participate in and contribute to community life. A successful FLS is an advocate for the person supported and seeks to understand the likes, dislikes, hopes and dreams of persons receiving services to support them as part of a team as they make choices and progress toward their goals.

Immediate Supervisor

Agency Administrator or Program Director/Coordinator

Qualifications

Minimum:

Employees must have one-year experience in the field of developmental disability and/or behavioral services and be at least 21 years of age. A high school diploma or equivalent, a valid driver's license, good driving record, reliable transportation and current auto insurance are required. The employee must pass background checks, and have full range of motion, physical strength and ability to achieve and maintain required training and certification to include but not limited to: DSI agency training, Medication Manager Certification, Standard First Aid & CPR Certification; physical support techniques certification, and other trainings or certifications as required. The employee must have excellent communication skills, a supportive personality, and strong work ethic. Status employment is reached at six (6) consecutive calendar months of successful performance from the date of hire.

Preferred:

Desired qualifications are a Bachelor's Degree with a major in a related field and three-years experience in the field of developmental disability and/or mental health services and one-year supervisory experience; QMRP, LMHP, and experience in developing behavior building programs is highly regarded.

Skills

1. Uses effective verbal and written communication strategies to teach skills necessary to establish collaborative relationships with Direct Support Professionals and people receiving services.
2. Knowledgeable of and about formal and informal supports and services available in the community and actively teaches persons receiving services and staff to use them.
3. Advocates for and respects the rights of people receiving services to lead a self-determined life by providing the support and information necessary to build self-esteem and assertiveness in exercising their rights and making their own decisions.
4. Demonstrates responsible, conscientious behavior and the ability to use good judgment in making sound decisions and work effectively leading a team.
5. Treats persons receiving support (others) with dignity and respect.

Specific Duties

1. Use good judgment and make decisions that incorporate DSI's mission, principles, goals, policies, procedures, and practices as presented in the form of handouts, meetings, documentation, and verbal instruction from supervisors and trainers into all aspects of work.
2. Promote health, wellness, and safety. Administer first aid and follow emergency procedures as needed.
3. Coordinate a comprehensive assessment of individual support needs.
4. Monitor, review, and provide recommendations to maintain programmatic quality and compliance with applicable agency, state, and federal regulations.
5. Write, implement, and modify individual program plans as determined by the team.

6. Complete monthly reports, reviews of progress, and documentation as required by DSI policy and procedure.
7. Teach staff to support persons receiving services to complete the following as independently as possible:
 - a. Personal hygiene which may include toileting, shaving, bathing, brushing teeth, and other personal hygiene tasks.
 - b. Personal assistance which may include dressing, eating, communicating, and mobility.
 - c. Housekeeping which may include laundry; cleaning bathroom, bedrooms, common areas.



- d. Planning meals, grocery shopping, meal preparation and clean-up.
- e. Personal finance management which may include handling cash, accounting for purchases through receipts, ledgers and record keeping.
- f. Social and leisure activities of interest to the person receiving supports.
- g. Through role modeling and teaching, support people receiving services to develop appropriate friendships, working relationships, and other meaningful relationships.
- h. Vocational and employment goals and opportunities.
- 8. Maintain staff skill levels through on-going needs assessment, development, and training.
- 9. Facilitate on-going communication with supervisors and team members.
- 10. Protect the confidentiality and rights of all individuals supported and persons employed by the agency.
- 11. Serve as a member of the agency Administrative Team.
- 12. Rotate weekend on-call duty.
- 13. Coordinate transportation of individuals supported to and from day services, school, and other activities as necessary.
- 14. Provides daily supervision of residential staff and coordinates staff schedules.
- 15. Administer medications to ensure safe handling, storage, and control according to agency procedures.
- 16. Maintain general upkeep of the home, workplace, equipment and vehicles to meet the highest possible standard.
- 17. Engage in official DSI work related activities at all times while in a paid status.
- 18. Promote a positive image of DSI and for the people DSI supports.
- 19. Assist with adaptive equipment; and with training, conduct prescribed therapy programs, braces, assistive devices, range of motion exercises. If needed, assist and perform lifting and transferring of people receiving supports using safe procedures.
- 20. Demonstrate flexibility within the DSP role and perform other duties as assigned.

Performance Expectations, Working Conditions and Physical Demands

DSI maintains a safe work environment through training and continuous improvement. The nature of the services DSI provides and the support needs of some persons receiving services leaves open the possibility that an employee may find themselves in situations considered socially inappropriate among the general population. Employees may find certain behaviors personally offensive. Employees are expected to act professional and objective in their manner when they find themselves in such a situation and to report those situations to their supervisor. All employees are required by state law to report suspected abuse and neglect of vulnerable persons.

At times the job can be physically demanding while performing certification duties. This can include supporting the weight of another individual while moving them. The job can change quickly from sedentary to physically demanding. The employee must communicate availability and demonstrate flexibility as work schedules will be adjusted as necessary to meet the needs of the people DSI supports.

Signature

Date

Print Full Name

Witness Signature

Date

ADA Statement

Please initial one: _____ I can perform the “essential” functions of the positions without any accommodations.

_____ In order to perform the “essential” functions of the position, I would need the following accommodations. (Please be as specific as possible using the back of this page if necessary)