



Job Description

Supported Employment Supervisor

Echoing Hope Ranch (EHR) is searching for the newest member of our team! Join an agency that is dedicated to providing Growth, Discovery & Lifelong Learning to individuals with autism and other intellectual and developmental disabilities. The Supported Employment Supervisor (SES) will help us expand our employment program, hire and inspire new staff, and support our participants as they move into competitive, integrated employment.

Introduction

The SES will serve in a key role of Echoing Hope Ranch's employment program, working directly for the Program Manager. The SES is responsible for helping Echoing Hope Ranch strengthen and expand our employment programs throughout Cochise County and eventually Pima County.

About Us

Echoing Hope Ranch's mission is growth, discovery and lifelong learning in safe and respectful homes and communities for individuals with autism and other developmental disabilities. The guiding philosophy of Echoing Hope is to acknowledge each person as a dynamic human being and to help these people build full and satisfying lives. Each individual with autism has a unique set of skills and strengths. Identifying these strengths, developing them and putting them to good use creates a greater quality of life for these individuals — whether that is the pride and comfort of taking care of and living in a comfortable home, participating in a social environment, or contributing through volunteering or working in their community.

The Details

Job Type:

- Full-time

- Non-exempt

Benefits:

- Salary: \$38,000 - \$42,000, commensurate with experience
- Paid time Off: 40 hours per year (with future increases)
- Paid Sick Leave: 1 hour earned for every 30 hours worked
- Paid Holidays: New Years, President's Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving, Christmas
- Other: Medical, Dental, Vision, Short-term Disability, Long-term Disability, Accidental Dismemberment and Death Insurance, Life Insurance, Legal-Shield, plus the opportunity to travel to conferences, and personal and professional development

Description:

Are you organized and detail-oriented? Are you passionate about providing exciting opportunities for individuals with autism and other intellectual and developmental disabilities? The SES will oversee our supported employment programs in Cochise County. This is a position that provides a wide range of activities in many different areas. Every day is sure to be different from the last. It's a fast paced environment and requires someone who is creative, compassionate, and who is self-motivated.

EHR feels strongly about providing choices to our clients, as well as adequate support to help them through a discovery process and explore all employment options. This requires finesse, patience and skill on part of the Job Placement Coordinators (JPC) and the SES. Once our participants have decided the type of work they would like to try out, it's our job to help them find what would be a good fit for them. This requires getting to know our local business owners and having the ability to build relationships.

When potential jobs have been identified, we help them prepare for resume building, interviews and continue to support them throughout the hiring process. Once hired, we work side-by-side with them to ensure they have the support necessary to do their job successfully. When appropriate, we reduce our hours of support and let them become more independent. If more support is needed in the future due to some regression or challenges, a change in job tasks, or a promotion, we can step back in and provide the support they need.

The SES needs to be familiar with the entire process, and be able to personally assist one or more participants. It will also be crucial to recruit, train and supervise new JPC's.

General Job Requirements

All employees of EHR are required to follow all agency policy and procedures and comply with all required initial and ongoing training requirements. In addition, all employees are expected to follow the code of conduct, mission vision and values of EHR, as well as meet the basic expectations of the job that include the following:

- Has the ability to work effectively with others;
- Behaves in a professional and ethical manner that is open and honest;
- Provide excellent customer service, through positive and friendly interactions, to co-workers and individuals who receive services;
- Is flexible and open to change;
- Respond to issues and concerns from stakeholders and co-workers quickly and proactively;
- Provides constructive feedback and suggestions to improve the quality of services and operations at EHR;
- Behaves in a manner that is caring and supportive of individuals receiving services and co-workers;
- Does what it takes to support the individual in the best way possible;
- Adheres to the principles of Person-Centered Thinking;
- Embraces the EHR core values;
- Leads effectively using the principles of Servant and Participatory Leadership.

Essential Job Functions

To perform this job successfully, an individual must be able to satisfactorily perform each essential function listed below:

Staff Management: Oversees implementation of human resource practices including recruitment, retention, training, scheduling, processing, record keeping, and management of program employees;

1. Recruitment & Hiring:
 - a. Participates in the recruitment and interviewing of all employment staff;
 - b. Hires, assists in onboarding, and training of JPC's in consultation with the Program Manager.
2. Meetings & Training:
 - a. Organizes and implements on-site orientation and training for assigned programs; and monitors training compliance and documentation;
 - b. Conducts weekly (regional) staff meetings; attends weekly management team meetings (only when requested).
3. Employee Scheduling:
 - a. Designs and monitors schedules to assure that all shifts are covered;
 - b. Monitors timeclock entries made by JPCs to ensure accuracy and compliance;
 - c. Monitors and prevents overtime.

4. Individual Supervision:
 - a. Provides individual supervision for JPC's. Supervision includes some office-based sessions, as well as working side-by-side with JPC's in the field;
 - b. Provides frequent field monitoring for JPC's.
5. Performance Evaluation:
 - a. Conducts quarterly performance evaluations for direct reports in consultation with the Program Manager.
6. Coaching and Discipline:
 - a. Coaches employees, correcting or directing employee behavior where required;
 - b. Ensuring that any performance concerns or policy infraction have been addressed with employee with proper documentation submitted to the COO;,
 - c. May recommend and participate in decisions regarding discipline and termination in consultation with the Program Manager and Human Resources.

Program Management: Manages the implementation of program planning; monitors delivery of services and supports; ensures services are consistent, engaging and relevant to the individuals served.

1. Program Development:
 - a. Assists in the development of "Discovery" material that will be used to assist the client in determining what they might like to do for work;
 - b. Assists the Program Manager with improvements to existing programs and evaluating new employment programs.
2. Program Planning:
 - a. Oversees or attends quarterly planning meetings of clients; communicating and implementing changes to ISP of the client;
 - b. Trains and assists appropriate staff members with implementation of plans across all shifts.
3. Records:
 - a. Keeps and oversees accurate and complete records;
 - b. Periodically audits individual records and other program documentation for accuracy and completion.
4. Program Team Meetings:
 - a. Attends or conducts progress meetings and (quarterly, annual and/or other) reviews as appropriate or determined by the interdisciplinary team;
 - b. Provides, reviews and approves written and progress reviews.
5. Program Outcomes:
 - a. Collects participant outcomes on a monthly basis;
 - b. Shares outcomes for the individuals, as well as overall program outcomes;
 - c. Participates in setting goals for improvement;
 - d. Reviews individual outcomes with each JPC and develops written plans for improvement;
 - e. Helps JPC's refine their skills so they can improve their outcomes.
6. Coordination:
 - a. Works with the office of Vocational Rehabilitation to coordinate services;

- b. Requests meetings between Vocational Rehabilitation Counselors and EHR team members to discuss best methods to provide services to clients.
- 7. Compliance:
 - a. Assists Program Manager with licensing compliance for program services and supports;
 - b. Ensures timely and accurate program documentation;
 - c. Assists Program Manager with audits in coordination with state agencies when requested;
- 8. Stakeholder Relations:
 - a. Maintains productive and professional relations with individuals, families, support coordinators, case managers, vocational rehabilitation coordinators, local business owners, and other stakeholders;
 - b. Provides regular communication to stakeholders; and acts as point of contact for all stakeholders;
 - c. Monitors satisfaction improvement plans.
- 9. Incidents:
 - a. Takes immediate steps to correct potential safety concerns and limit the potential for continued concern or incident;
 - b. Reviews all incidents and directs appropriate response; ensures timely incident reporting; and signs and submits all incident reports as required.

Finance: Responsible for the financial performance of the program, from billing to staff budgets, as well as reviewing and approving purchases

- 1. Purchasing:
 - a. Approves purchase of supplies and equipment; and reviews and monitors monthly invoices for accuracy and budgetary compliance.
 - b. Attests to company credit card statements and monthly invoices in accordance with company policy.
- 2. Billing and utilization:
 - a. Manages adherence to allotted billing units, attendance information or other required documentation to assure accurate billing;
 - b. Monitors utilization between authorization and provision of services and supports;
 - c. Works hand-in-hand with billing specialists to ensure accurate billing.
- 3. Staffing:
 - a. Monitors staffing hours for budgetary compliance;
 - b. Ensures their own administrative time, and that of the JPC's, is kept below the maximum allowable time allotted.
- 4. Growth:
 - a. Maximizes available units, average daily attendance and utilization;
 - b. Oversees the admission of new participants across all programs;
 - c. Participates in expanding existing programs, and implementing new licensing and programs.

Supervisory Responsibilities:

1. Manages the direct or indirect staff members of the program including performance evaluations, scheduling, orientation, and training.
2. Makes recommendations and/or decisions on employee hires, transfers, promotions, salary changes, discipline, terminations, and similar actions.
3. Resolves employee problems within position responsibilities.
4. Manages timekeeping and payroll for direct reports, and is responsible to ensure direct reports do the same.

Competencies:

- Ethical Behavior: Ensures that personal behavior and the behavior of others is consistent with EHR standards and aligns with the values of EHR.
- Build relationships: establish and maintain positive working relationships with others.
- Communicate effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: Develop new and unique ways to improve operations of programs and to create new opportunities.
- Focus on needs of the individuals we serve: Anticipate, understand and respond to the needs of the supported individual to meet or exceed their expectations within program parameters.
- Foster Teamwork: work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance supports.
- Lead: Positively influence others to achieve results that are in the best interest of EHR.
- Make Decisions: Assess situations to determine the importance, urgency and risk, and make clear decisions which are timely and in the best interest of the person served and/or EHR.
- Organized: Set priorities, develop a work schedule, monitor progress towards goals and track details.
- Plan: Determine strategies to move programs forward, set goals, create and implement action plans and evaluate the process and results.

Other:

- Attends meetings as needed, inside and outside the agency;
- Performs other related duties and activities as required.

Minimum Knowledge and Skills Required by the Job

The requirements listed below are representative of the knowledge, skill, and/or abilities required to perform the job:

- Excellent organizational skills and strong attention to details
- Excellent written and verbal communication skills
- Knowledge of developmental disabilities and of training/intervention strategies used with individuals with developmental, as well as other disabilities
- Knowledge of behavior modification skills

- Demonstrated skills in time management, multi-tasking, and priority setting
- Ability to work independently, professionally, and effectively communicate with diverse personalities
- Ability to plan, anticipate needs, have excellent follow-through and problem-solving skills
- Ability to maintain a positive attitude and collaborative working relationships with participants, staff, and families from various funding sources
- Strong technical skills with the ability to learn new programs quickly and independently.
- Above average proficiency in Google Workspace, especially Sheets (or Excel)
- Ability to interact with team members and maintain effective working relationship with staff and others
- Knowledge of case management, career counseling, employment counseling and job search, job preparation and development techniques

Qualifications and Requirements

Education and Experience:

- Bachelor's degree in related field (e.g. Rehabilitation Counseling, Psychology, Sociology, Education, etc. and two years of related work experience. Master's degree in related field and one year of related work experience. Or any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been obtained.
- Experience serving individuals with disabilities (preferred)
- Experience working for a nonprofit organization (preferred)

Certificates, Licenses, and Registrations:

- Current driver's license, car registration and auto insurance
- Licensure as required by state, or ability to obtain it (First Aid, CPR, Article IX, Prevention and Support)
- Ability to pass a background check, and to obtain a fingerprint clearance card
- Other training and/or certification per state requirements and/or EHR

Working Environment:

- Will work a flexible schedule to involve regular contact with persons served, local business owners, peers and subordinates
- Work in our main office, as well as in all locations where services are provided.
- Must be flexible for evenings, nights and weekends
- May have to physically assist individuals during emergencies

Other Requirements:

- Travel as needed

Physical Requirements:

- Medium Work. Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects