

Class Concept

Employees in this class supervise Health Care Technician staff who provide for the quality care, welfare, safety and security of individuals. Employees are responsible for the operation and management of staff and services on an assigned shift. The Supervisor assures that all tasks performed adhere to State, Federal, and facility policies and procedures. Employees participate in the selection and training of direct care workers; train and mentor new staff; prepare the work schedules; ensure work assignments are followed; ensure daily safety and sanitation of the work unit; and participate in the appraisals of staff. Work involves participation in programming, establishing priorities and implementing program objectives. Employees in this role have the authority to make decisions necessary to maintain the normal operation of the facility, in regards to Health Care Technicians and closely related staff. Employees ensure that quality care and programs are delivered to all individuals in the unit. Work is performed under the supervision of clinical (e.g., nursing) and/or professional program staff in charge.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of approved behavioral intervention, healthcare and related programs.
- Thorough knowledge of the needs of the population served.
- Thorough knowledge of the facility, state and federal policies, procedures and standards.
- Thorough knowledge of appropriate protocols for medication administration and possible side effects.
- Thorough knowledge of training principles.
- Ability to train, supervise, and evaluate the work of others.
- Ability to make decisions to appropriately manage an emergency.
- Ability to effectively convey information to family members, individuals, treatment team, facility management and community agencies in verbal and written forms.
- Ability to document clear and concise notes of client progress and behaviors.
- Ability to relate positively to individuals, families, and professional staff.
- Ability to follow-up on services being provided to the clients to assure that needs are being met.
- Ability to provide and implement the services needed.
- Ability to work independently and/or with a team.
- Ability to maintain professional and even tempered demeanor and work relationships.

Minimum Education and Experience

High school or General Educational Development Diploma and three years of experience; or an equivalent combination of education and experience.