

HEALTH CARE SUPERVISOR II

CLASS CONCEPT

Employees in this class supervise health care technician staff who provide for the quality care, welfare, safety and security of individuals in state psychiatric hospitals, developmental centers, neuro-medical treatment centers, or alcohol/drug treatment centers. Employees are responsible for the administrative operation and management of staff and services for an entire facility or large component of a facility after 5:00 p.m. or 24 hours on weekends and holidays. The Administrator/Central Supervisor assures that all tasks performed adhere to State, Federal, and facility policies and procedures. Employees in this role serve as the key liaison receiving and relaying information during the assigned shift; and works closely with the facility leadership for follow-up and/or clarification of issues. Employees in this role have the authority to make decisions necessary to maintain the normal operation of the facility, in regards to the health care technician and closely related staff. The Administrator/Central Supervisor works under limited supervision and reports to the clinical (e.g., nursing) and/or professional program staff in charge.

EXAMPLES OF WORK

Monitor residential facilities. Duties may include: conduct frequent checks of buildings and grounds; observe for compliance with policies and procedures and report discrepancies; evaluate operation of facility equipment; investigate accidents and injuries and prepare reports; inform leadership of serious matters; provide guidance and assistance to employees as needed; interpret policies, procedures and standards; conduct audits of care and prepare reports; coordinates emergencies

Advise and counsel staff on job performance and conduct; provide direct supervision to staff; make work unit and shift schedules and assignments; set and monitor short term work priorities; ensure coverage of all activities; instruct staff as needed; assess needs of client population in order to develop program and work operations; refer individuals to available services. Ensure that medical attention is given as needed.

Monitor and promote safe work habits and practices; recognize safety hazards and take appropriate supervisory action to prevent accidents and harm; ensure maintenance of a safe environment for staff and individuals; regularly observe staff and individuals to ensure they are free from self-injurious behavior, and/or others' aggression. Investigate staff and individual's injuries and accidents, and take appropriate action. Supervise approved behavioral intervention programs. Ensure compliance with infection control.

Supervise and maintain individuals' confidentiality and HIPAA standards during verbal and written communications. Supervise the charting of direct care, comprehensive plan implementation, activities and actions, and safety concerns or approved behavioral intervention programs. Ensure that all information is communicated with appropriate staff. Maintain paperwork of administrative tasks. Manages off campus communications during assigned shift.

Performs related duties as required.

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.

Knowledge of appropriate protocols for medication administration and possible side effects.

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 relate positively to individuals, families and professional staff.

Ability to provide for, implement and follow-up on services being provided to the clients to assure needs are being met.

Ability to work independently.

Ability to maintain professional and even tempered demeanor and work relationships.

Minimum Education and Experience Requirements

High school or General Educational Development diploma and two years of experience as a Health Care Supervisor I; High school General Educational Development diploma and three years of experience as the Health Care Technician II and/or III level including two years in a supervisory capacity; or an equivalent combination of education and experience.

Necessary Special Qualifications

As required, listing as a Nurse Aide I by the NC Division of Health Service Regulation. As applicable, listing as a Nurse Aide II by the NC Board of Nursing. As applicable, certified as an EMT.

Special Note

This is a generalized representation of positions in this class and is not intended to identify essential functions per American with Disabilities Act. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.