



JOB TITLE:	Program Supervisor
SUMMARY:	To assist the Residential Director with Crittenton's signature residential programs, supervision of Residential and Direct Care staff, and client advocacy and support.
REPORTS TO:	The Program Supervisor reports directly to the Residential Director.
SUPERVISORY DUTIES:	The Program Supervisor provides direct supervision of the part-time Direct Care Team
STATUS:	Full-time, exempt
PAY RANGE:	\$46,000 - \$50,000 annually

Who we are:

Now in our 121st year of service to the Charlotte community, Crittenton is a non-profit organization whose mission is to empower women and children through education, health, residential care, and supportive services. We envision ending the generational cycle of poverty and trauma, creating better tomorrows. We're nationally accredited and guided by a trauma-informed model of care to make our clients feel safe, supported, and empowered.



Want to see where you could be working?

Head to our website to view a virtual tour of our beautiful new 38,000 square-foot facility!

www.crittentonofnc.org

Working here:

*Crittenton is proud to be among the growing number of employers who are investing in their employees' overall health, wellness, and job satisfaction by piloting a **32-hour workweek**. Our pilot program will run from July 8, 2024 to October 5th, 2024. At that time, agency leadership will assess the program's effectiveness and make a decision on its continuation. It is our sincere hope to make this a permanent benefit.

The Program Supervisor will work with the Residential Director to help carry out the agency's programming, provide supervision and support to direct care staff, and supervise and support clients in all programs. By keeping client interests first, the Program Supervisor will help move Crittenton's programs toward excellent, measurable outcomes. The ideal candidate will have experience in human services programming, staff development, supervision and performance evaluation, positive behavior management, and crisis intervention skills.

Benefits:

Crittenton offers an innovative and competitive benefits package designed to enhance our employees' work-life balance and support employee well-being. These benefits include:

- **32-hour workweek***
- Medical, Dental and Vision Insurance
- Company-paid Life & Accidental Death Insurance
- Company-paid Long Term Disability Insurance
- Flexible Spending & Dependent Care Account options
- Paid Time Off
- Paid Holidays
- Paid COVID sick leave
- Paid sabbatical leave
- 401(k)
- Employee Assistance Program

- Supplementary Voluntary Benefits
- Complementary meals during working hours

Specific Duties and Responsibilities:

- Under the direction of the Residential Director, provides supervision of part-time Direct Care Team, including performance evaluation, coaching, training, and discipline.
- Conducts regular one-on-one supervision with direct reports and documents all supervision activities.
- Together with Residential Director and Social Work Supervisor, provides 24/7 on-call support to Residential and Direct Care Teams on an alternating basis.
- Responsible for regular evaluation of shift notes and medical administration records entered by staff; follows up with staff to address incomplete documentation as needed.
- Assists Residential Director with ensuring staff compliance with all county, state and CoA guidelines.
- Responsible for performing Residential Staff and Vocational Lab duties in the event of staff absence.
- Implements behavioral programs and intervention plans designed to make positive changes and ensure an appropriate and safe group living environment.
- Works one-on-one with clients to establish trust and build rapport; maintains open door availability for clients during working hours.
- Assesses and defuses crisis situations using conflict resolution and crisis management techniques.
- Works collaboratively with Residential Team and Social Work Team to establish positive client relationships that develop appropriate and positive behavior modifications, enabling clients to be successful in the program.
- Participates in weekly Treatment Team clinical meetings to assist in development, implementation, and revision of individual treatment plans.
- Ensures clients follow program guidelines, rules, and regulations.
- Transports clients and their children in agency vehicles.
- Participates in interview and selection process for Residential and Direct Care Team vacancies.
- Participates in a minimum of 24 hours of continuing education activities annually.
- Attend cross-organizational team meetings as appropriate and meet regularly with supervisor to exchange pertinent information and receive supervision.
- Maintains professional ethics as outlined in the NASW code of ethics.
- Other duties as assigned.

Minimum Qualifications/Requirements:

- Must be able to work Friday - Tuesday from 12pm to 8pm and rotating on-call periods.
- Must have experience in residential care.
- Must have at least one year of supervisory experience including staff selection, performance coaching and evaluation, training, and discipline.
- Must have valid driver license and acceptable driving record.
- Knowledge of appropriate behavior intervention strategies.
- Ability to understand behavioral situations and react accordingly.
- Ability to be understanding and sensitive to the unique needs and circumstances of our client population.
- Ability to provide leadership and direction to all levels of residential staff.
- Strong interpersonal and organizational skills with a customer-focused attitude.
- Must be able to work as part of a team.
- Must be CPR certified within 30 days of hire.
- Commitment to Crittenton's mission, goals, and values.

Education:

Bachelor's Degree in human services or related field and at least three years of residential care experience; at least one year of supervisory experience.

How to apply:

Please send a resume to alee@crittentonofnc.org

Crittenton is dedicated to diversity in our staff and our work. An Equal Opportunity Employer, we are committed to inclusivity in our hiring practices and we encourage members of all groups and communities to apply for this position. We do not discriminate on the basis of race, color, religion, national origin, gender, gender identity, sexual orientation, age, disability, veteran status, or genetic information. It is our intention that all qualified applicants are given equal opportunity and that selection decisions are based on job-related factors.