

Holy Family Institute

Journey of Hope Program

Lead Shift Supervisor

Reports to: Program Director - Journey of Hope

Hours: Full-time, exempt position with need for flexibility in hours. Willingness and availability to fill on-call rotation.

General Statement: The Lead Shift Supervisor supervise Shift Supervisors and provide oversight of their supervision of Youth Care Workers. He/she shall utilize team approach to the care of children to ensure coordination of services and actively collaborates with residential staff, case management & clinical team, medical coordinator, and school staff.

Responsibilities:

- Promptly respond to all ORR requests and is accountable for compliance issues
- Develop and improve daily work plans for a three-shift operation; plan and monitor shift schedules to ensure 24/7 coverage for care of children 0-17 years old.
- Develop and implement training module for Shift Supervisors.
- Create performance-based culture, encouraging teamwork, respect, and accountability.
- Address employees who are not meeting expectations and develop corrective actions that empower the employee and the team.
- Ensure compliance and safety of care in on-campus residential units.
- Plan and implement weekly team meetings with residential staff (Shift Supervisors and Youth Care Workers) and meet individually with Shift Supervisors on a weekly basis to monitor and develop their supervisory skills.
- Must have enthusiasm and capacity to lead a team of diverse, multi-cultural, multi-lingual staff.
- Adhere to Human resources law, HIPAA, CPSL, ORR regulations and maintain confidentiality and discretion.

Requirements: Lead Shift Supervisor shall have a Master's Degree in social work, psychology, counseling, or other behavioral science from an accredited college and/or university and a minimum of 2-5 years of direct service delivery and or work experience in administration or human service. LSW preferred. Supervisory experience and conflict management skills are required. Knowledge & experience in compliance with external regulations and internal policies required. Must have Act 33, 34 and FBI Clearances. The person chosen for this position must be approved by ORR. Candidate must have excellent communication skills in English (read, write, and speak) and bilingual English/Spanish, preferred. EOE

Please visit www.hfi-pgh.org/careers to apply online.