

# ***Holy Family Institute***

## ***Journey of Hope Program***

### ***Admissions and Discharge Supervisor***

#### ***Bilingual – Spanish Preferred***

**Reports to:** Lead Shift Supervisor, Journey of Hope Program

**Hours:** FT Position – flexible 2:00pm-10:00pm – Tuesday - Saturday

**General Statement of Duties:** The Admissions & Discharge Supervisor directs all matters regarding intakes and discharges of clients. They will coordinate preparation for intakes and discharges. They will manage the program capacity and ensure the capacity reports are updated daily. They will work closely with the Lead and Assistant Lead Shift Supervisors, JOH Intakes/Crisis Case Manager, Clinician and YCWs, and Overnight Shift Supervisors/Leads to coordinate intakes and ensure that clients receive all required services upon arrival to Holy Family. They perform all administrative and supervisory functions necessary for the intake/discharge operations of the Journey of Hope (UC-Unaccompanied Children) shelter program, including direct supervision of Intakes/Crisis YCWs and Transporters. They will be a member of the JOH Administrative team. This position will require flexible afternoon and overnight work.

#### **Essential Functions:**

1. Promote the Mission and Philosophy of Holy Family Institute.
2. Manage the program's capacity report.
3. Ensure that updated capacity information is accurately reported to ORR.
4. Oversee completion of milieu intake documents.
5. Communicate with various personnel to assure that food, paperwork, house assignments are ready for incoming Unaccompanied Children (UC).
6. Ensure that UC is provided a warm meal, clothing that fits properly, and hygiene products upon arrival.
7. Welcome each UC with kindness and respect, making them feel comfortable during this tender and potentially scary experience.
8. Ensure each UC showers within 2 hours of arrival.
9. Ensure UC receive lice treatments and vinegar foot soaks during intake and assist as necessary.
10. Ensure completion of inventory of items brought with UC and distributed to UC during intakes, and assist as necessary.
11. Ensure that UCs assigned bedroom is ready for UCs
12. Ensure protocols are followed for monitoring of initial phone calls.
13. Arrange for assistance for outgoing UCs in packing their belongings.
14. Oversee that all milieu discharge documents are signed and completed.
15. Ensure that all discharge documentation is delivered to the UC's milieu the evening before discharge.
16. Manage luggage inventory to ensure that luggage is available when needed for outgoing UCs.
17. Coordinate transportation to and from the airport.
18. Participates in on-call rotation schedule, and when not in the rotation, communicates with on-call personnel on duty as needed.
19. Provides direct supervision of Intake/Crisis YCWs and Transporters and manages their schedules.
20. Ensures that Transporters are properly assigned to trips for local appointments for UCs.
21. Collaborates with Lead Case Manager in assigning Transporters to trips for reunification and coordinating details of the trip (travel to and from airport, ensuring correct amount of

petty cash is provided, ensuring documentation is completed and submitted properly, determining whether hotel stay will be necessary, etc.)

22. Manages unanticipated events and crisis situations in a positive, constructive manner, and provides guidance to Intakes/Crisis YCWs in responding to crises.
23. Maintains client confidentiality.
24. Provide on-the-spot direction and feedback to all staff involved in intakes/discharges.
25. Models and assists in the implementation of the HART and Trauma-Informed Care.
26. Provide YCW and Transporter direct reports with timely feedback regarding staff evaluations.
27. Handle initial staff disciplinary action.
28. Assist with staff orientation and training.
29. Completes required documentation in keeping with agency standards.
30. Attendance in weekly JOH Admin & Supervisor meetings.

### **Minimum Requirements**

Bachelor's Degree in the human service field with 3-5 years of experience working with children. For individuals with only an Associate Degree, 3 years working with children required, 5 years working with children preferred. Must be at least 21 years of age, have a valid PA drivers license, be able to perform physical activities, have good verbal, written and oral communication skills. Act 33/34 and FBI clearances required. Fluency in Spanish and English (read, write and speak) strongly preferred. EOE