

# ***Holy Family Institute***

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

### ***Shift Supervisors***

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

**Reports to:** Director of Services & Assistant Lead Shift Supervisor, Journey of Hope Program

**Hours:** FT Position -- including weekend days.

#### **General Statement of Duties:**

The Shift Supervisor assists the Director of Services and Assistant Lead Shift Supervisors in performing administrative, management and supervisory functions throughout the milieu, which are necessary for the operation of the Journey of Hope (UC-Unaccompanied Migrant Children) shelter program.

#### **Essential Functions:**

- Promotes the Mission and Philosophy of Holy Family Institute
- Plans staff coverage in advance to prevent over/under staffing.
- Carries out administrative tasks as directed by Assistant Lead Shift Supervisors & Human Resources.
- Provides on-the-spot direction and feedback of supervision to all staff in milieu.
- Provide direct report YCWs timely feedback and evaluations.
- Handles initial staff disciplinary action.
- Assists with staff orientation and onboarding of new YCWs.
- Provides Director of Services and Assistant Lead Shift Supervisors with feedback about staff's performances.
- Effectively communicates with other areas of the program to ensure the best care of residents.
- Completes necessary reports of incidents in a timely fashion.
- Plans and facilitates house meetings & YCW staff meetings. Actively works to encourage attendance of YCWs at house meetings. Communicates notes to staff who could not attend house meetings.
- Collaborates with Activities Supervisors to provide engaging activities for residents.
- Encourages all residents to follow the structured daily living routines, and all staff to implement said routine through modeling, coaching and structuring activities.
- Models and assists in the implementation of the positive behavior management techniques, such as HART Model and Trauma-Informed Care.
- Sets consistent and reasonable tolerance levels for all staff to adhere to with the residents.
- Follows treatment plans as written in each resident's service plan.
- Participates in on-call rotation schedule, and when not in the rotation, communicates with on-call personnel on duty as needed.
- Manages unanticipated events and crisis situations in a positive, constructive manner.
- Maintains client confidentiality.
- Maintains a pleasant, tidy, sanitary and safe living environment for residents.
- Completes required documentation at agency standards.
- Demonstrates flexibility in schedule to accommodate morning and afternoon shifts, including some weekend days and attendance to weekly team 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