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| Job Title: | Program Supervisor SI Lodge Bridger | Travel Required: | w/in NYC as needed |
| Location: | 777 Seaview Ave. Staten Island, NY | Position Type: | Full Time 40 Hours a week |
| HR Contact: | Mbarbarash@balticstreet.org | Date Posted: | April 6, 2018 |

Job Description

The mission of Baltic Street AEH, Inc. is to help improve the quality of life for people vulnerable to mental illness by providing a broad continuum of trauma-informed care with a focus on wellness and resiliency. We believe that all the people we serve can lead meaningful lives and successfully manage their mental health. Every individual we serve receives support to help them address their whole health needs, develop coping strategies and connect with critical resources such as housing, education and employment.

Title: Program Supervisor

Program: Staten Island Lodge Bridger

Minimum qualifications: At least 2 years of experience in the human service field. Prior supervisory experience required. Certified with the Academy of Peer Services or completion of certification within the first two months of employment. Must be eligible to sit for APS certification (www.academyofpeerservices.org) Knowledge of community mental health system, and experience with self-help and advocacy services. Organizational and communication skills required. Two years of college preferred.

Hours of work: Full-time 40 hours per week

Source of supervision: Division Director

Essential Functions:

Program management

1. Ensure accurate record keeping.
2. Teach and model the principles and practices of recovery and self-help which includes sharing your own recovery story/experience with consumers.
3. Ensure the effective day-to-day operations of the program.
4. Assist in the intake process in order to provide timely access to services for eligible individuals.
5. Ensure and protect all client civil liberties and rights. Ensure all staff maintains high standards of conduct in the performance of their job duties.

6. Conduct outreach activities to prospective clients.
7. Assist staff to understand and access available community resources.
8. Ensure the physical premises of all programs and offices are maintained in a safe, clean, and professional manner, conducive to the delivery of high quality services.
9. Assist the Division Director in conducting a regular schedule of staff meetings.
10. Submit accurate and timely administrative reports as requested by the agency management.

Self Help Services

1. Develop group formulas consistent with effective self-help and recovery practices.
2. Develop group goals and evaluation tools.
3. Arrange neutral, accessible and regularly available meeting places.
4. Advertise groups and informational meetings.

Client Services

11. Provide direct services to an ongoing client caseload.
12. Run groups, classes and information sessions for clients and other stakeholders.

Personnel Management

13. Assist in providing daily supervision to direct care staff of the program.
14. Provide input into regular performance evaluations for staff, and assist them with expanding and enhancing their skills and knowledge.
15. Assist in the recruitment and hiring of staff. Provide ongoing in-service training for all staff and volunteers.
16. Establish weekly staff schedules in conjunction with Division Director.
17. Arrange for program coverage when staff or absent or positions are vacant.
18. Monitor staff attendance and respond to trends and/or problems.

Quality Assurance

19. Ensure that all programs meet the pertinent standards established by the New York City Department of Mental Health and the New York State Office of Mental Health.
20. Ensure that all program policies, procedures, and practices established by the Baltic Street AEH, Inc. are followed.
21. Maintain administrative, program, and client records in a timely, complete, and organized manner, consistent with all applicable policies, rules, regulations, and procedures.
22. Conduct periodic compliance audits of all records.
23. Respond to grievances according to agency policy.
24. Report incidents.

Financial Management

25. Provide input into the establishment of program budgets.

Resource development/community relations

26. Maintain collaborative interagency relationships.
27. Assist with public and community relations.

Computer Skills

28. Strong knowledge of MS Word and MS Excel

Other duties

29. Maintain and protect the confidential nature of all matters related to this position.

30. Participate in training sessions designed to enhance growth and skill development.

31. Perform other duties as assigned by the direct supervisor.

To Apply Contact:

Marianna Barbarash, Director of Human Resources

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