

HEALTH CARE SUPERVISOR I

CLASS CONCEPT

Employees in this class supervise health care technician staff who provide for the quality care, welfare, safety and security of individuals in state psychiatric hospitals, developmental centers, neuro-medical treatment centers, or alcohol/drug treatment centers. Employees are responsible for the operation and management of staff and services on an assigned shift. Employees may participate in the selection and training of direct care workers; train and mentor new staff; prepare the work schedules; ensure work assignments are followed; ensure daily safety and sanitation of the work unit; and participate in the appraisals of staff. Work involves participation in programming, establishing priorities and implementing program objectives. Employees ensure that quality care and programs are delivered to all individuals in the unit. Work is performed under the supervision of clinical (e.g., nursing) and/or professional program staff.

Work will involve other closely related duties.

EXAMPLES OF WORK

Participate in the selection and training of health care staff; develop and implement work plans; advise and counsel staff on job performance and conduct; provide direct supervision to staff; ensure that staff have access to tools and information for knowledge and skill development and coach employees in development; model work assignments for employees; maintain and monitor staff leave and time; and participate in disciplinary and grievance processes.

Establish goals and objectives for the assigned work unit and shift; plan and make work schedules; plan work assignments; set and monitor short term work priorities; ensure coverage of all activities; instruct staff as needed; assess needs of client population in order to develop program and work operations; ensure adherence to standards; supervise the delivery of quality care of individuals; refer individuals to available services; participate in the treatment team process; and identify problems and bring them to the attention of the appropriate people. Ensure that medical attention is given as needed.

Assist with the implementation of training related to the quality care, welfare, safety and security of individuals; monitor work to ensure training is appropriately implemented.

Promote safe work habits and practices; recognize safety hazards and take appropriate supervisory action to prevent accidents and harm; ensure maintenance of a safe environment for staff and individuals; regularly observe staff and individuals to ensure they are free from self-injurious behavior, and/or others' aggression. Investigate staff and individual's injuries and accidents, and take appropriate action. Implement and supervise approved behavioral intervention programs. Ensure compliance with infection control.

Supervise and maintain individuals' confidentiality and HIPAA standards during verbal and written communications. Supervise the charting of direct care, comprehensive plan implementation, activities and actions, and safety concerns or approved behavioral intervention programs. Ensure that all information is communicated with appropriate staff. Maintain paperwork of administrative tasks such as timesheets, shift schedules, vacation requests, related schedules and information.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities

Considerable knowledge of approved behavioral intervention, healthcare and related programs.

Considerable knowledge of the needs of the population served.

Knowledge of appropriate protocols for medication administration and possible side effects.

Knowledge of training principles.

Ability to train, supervise, and evaluate the work of others.

Ability to effectively convey information to family members, individuals, treatment team in verbal and written forms.

Ability to document clear and concise notes of client progress and behaviors.

Ability to relate positively to individuals, families, and professional staff.

Ability to follow-up on services being provided to the clients to assure that needs are being met.

Ability to provide and implement the services needed.

Ability to work independently.

Ability to work with a team.

Ability to maintain professional and even tempered demeanor and work relationships.

NC 05398/30002832
OSP Rev. 4/2012

Minimum Education and Experience Requirements

High school or General Educational Development diploma and three years of related experience in human services; or an equivalent combination of education and experience.

Necessary Special Qualifications

As required, listing as a Nurse Aide I by the NC Division of Health Service Regulation. As applicable, listing as a Nurse Aide II by the NC Board of Nursing. As applicable, certified as an EMT.

Special Note

This is a generalized representation of positions in this class and is not intended to identify essential functions per American with Disabilities Act. Examples of work are primarily essential functions of the majority of positions in this class but may not be applicable to all positions.