

SNOHOMISH COUNTY JOB DESCRIPTION

RESIDENTIAL SERVICES SUPERVISOR

Spec No. 4076

BASIC FUNCTION

The primary duties of this class are in support of the Juvenile Court Services Secure Crisis Residential Center. Responsibilities include planning, coordinating, and supervising Residential Counselors and day-to-day operations of the Secure Crisis Residential Center. Assigns work schedules for program staff; evaluates and supervises subordinate employees.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Plans, schedules, supervises, and evaluates the work of subordinate counselors, support staff and contract professionals; participates in and makes recommendations regarding the selection, discipline and termination of subordinate employees; supervises and coordinates the training of program staff.
2. Plans, organizes, and coordinates administrative operations and program activities; prepares, maintains and distributes required records and reports; designs and implements program forms; reviews incident reports and investigates accidents and documents findings for Detention Manager.
3. Provides guidance in crisis management; utilizes conflict control and resolution methods involving residents, parents, community providers and staff; reviews resident treatment plans, initiate staffing and coordinates outside services.
4. Develops, recommends, and implements operational policies and procedures, updates and maintains program policy manual; analyses current practices to ensure compliance with legal requirements and department standards.
5. Prepares grant applications and contracts, participates in the development of contracted services; participates in program budget preparation; compiles necessary data; monitors expenditures; coordinates program services with other department units, outside agencies and municipalities.
6. Gives presentations regarding program services and activities.
7. Performs all of the duties of a Residential Services Counselor or Residential Services Counselor Senior as necessary.
8. Approves schedules, orientates, and monitors all volunteers and professional groups providing programs and services in the Secure Crisis Residential Center.
9. Serves as member of management team.

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MINIMUM QUALIFICATIONS

A Bachelor's degree from an accredited college OR university in a social science or closely related field AND a minimum of five (5) years experience in a residential care program for adolescents. A minimum of two (2) of the five (5) years' experience shall be in the supervision and management of a residential care program for adolescents. Must pass job related tests.

SPECIAL REQUIREMENTS

Must be 21 years of age.

Must have a valid Washington State Driver's License for employment.

Ability to acquire a Red Cross First Aid Certification within six (6) months is required.

Must successfully pass a criminal background investigation, reference verification, polygraph examination, psychological examination, and a physical examination.

Satisfactory completion of the First Level Supervision Training as instructed by the Washington State Criminal Justice Training Center within six (6) months of employment.

KNOWLEDGES AND ABILITIES

Knowledge of:

- familiar with juvenile justice system, residential care facilities and detention operation;
- mental Health, drug abuse and alcohol treatment systems;
- local, state and federal social service resources and agencies;
- principles and practices of program administration and planning;
- supervisory techniques;
- grant and contract writing and budgetary applications;
- computer usage with various hardware and software;
- program behavior management system and appropriate crisis intervention techniques;
- basic interviewing, diagnostic, and counseling techniques;
- juvenile individual and group behavior patterns;
- good written communication skills for completing reports and updating records;
- good oral communication skills for dealing with staff, residents, parents, co-workers, visitors and staff;
- thorough understanding of the duties and responsibilities of each program position performing duties related to the care and supervision of residents.

Ability to:

- supervise, coordinate and evaluate the work of subordinate employees and contracted professionals;
- establish and maintain effective working relationships;
- explain and guide others in the implementation of policies and procedures;
- monitor the activities of the program;

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KNOWLEDGE AND ABILITIES (continued)

Ability to:

- maintain a professional, calm, and objective demeanor at all times, including confrontational, violent, and other stressful situations;
- by de-escalating volatile and emotional situations without physical intervention;
- express idea and recommendation effectively orally and in writing;
- exercise initiative and judgment and make decisions within assigned scope of authority;
- utilize computerized record keeping systems to access and input information;
- maintain necessary records and prepare required reports;
- record keeping and report writing;
- conduct public presentation to small or large groups;
- team building.

SUPERVISION

Employees in this class report to the Detention Manager.

WORKING CONDITIONS

Positions in this class typically require work performed indoors in office environment. Work requires dealing with distraught or difficult individuals and may occasionally work evenings, weekends or holidays.

The employee will carry a pager.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: August 1999
Revised: June 2001, February 2005
EEO Category: 2 – Professionals
Pay Grade: 242 – Classified Pay Plan
Workers Comp: 5306 Non-Hazardous