



**Position Title:** Residential Supervisor  
**Reports Relationship:** Programs Manager  
**Position Type:** Full Time/Exempt/In-person

*For over 50 years, The Harbour, Inc. has provided emergency housing, transitional living programs, and supportive resources to youth experiencing homelessness in the Chicagoland region. We are seeking a collaborative, open-minded, and creative professional to join our quest to empower youth, promote individual safety, stability, and personal growth, and build an innovative workplace culture.*

### **General Summary:**

Reporting to the Programs Manager, the Residential Supervisor will be responsible for supervising the Youth Development Specialist & Residential Advisors within all community program sites at The Harbour. The Residential Supervisor will ensure that each site is functioning within the larger programmatic structure and that safety concerns are being addressed, and programmatic achievements are being attained by staff and youth.

### **Essential Functions:**

- Responsible for the training and supervision of Youth Development Specialists (YDS) & Residential Advisors (RA) at our sites;
- Provides oversight to ensure that houses are well maintained, adequately staffed, and supplied with necessary resources to promote positive youth outcomes;
- Monitors the use of resources (e.g., supplies, overtime, and mileage) for quality control;
- Develops opportunities for youth participation in recreational and community events;
- Responsible for maintaining Child Welfare, Group Home and Foster Home Licensing standards.

### **Supervision:**

- Participates in *New Employee Orientation* and on-going on-the-job training to all YDS & RA staff;
- Provides and documents individual supervision to Full Time, Part Time, and Relief YDS' & RS';
- In conjunction with operations team, monitors YDS & RA compliance with all personnel requirements (training, documentation, medicals);
- Completes 90-day and annual evaluations for all assigned staff;
- Prepares for and facilitates all YDS & RA bi-monthly staff meetings/group supervision calls for assigned houses;
- Model *Therapeutic Crisis Intervention* and provide crisis support as needed during regular scheduled hours and while on-call;
- Prepares for and participates in Department of Child and Family Services (DCFS), IDHS (Illinois Department of Human Services) and the Department of Justice (DOJ) audits as scheduled;
- Participates in an on-call rotation, emergency maintenance and scheduling.

### **Positive Youth Development:**

- Orient and train YDS & RA staff to become mentors and role models for youth;
- Accountable for the staff's implementation of weekly Life Skills groups;
- Teach, monitor, and develop YDS & RA staff to implement individual youth plans of independence for positive outcomes post-discharge;

- Participate as a member of the YDS & RA team when coverage is required and/or when additional support is necessary within a Teen Living Program setting;
- Participates as a member of the *Continuous Quality Improvement* team to evaluate outcomes quarterly; implements improvements related to YDS & RA staff to promote positive outcomes.

#### **Documentation:**

- Ensure proper levels of forms in the house and check all documentation for accuracy and completion and distribution as required (e.g., sign in sheets, medication logs, intake packets, etc.);
- Ensure that all client information in the client binders is current and filed according to DCFS/DOJ requirements;
- Ensure that YDS complete schedules, emergency drills, menus, and monthly budgets with the youth;
- Ensure that Census and documentation for the sites are current.
- Maintain HMIS system certification and oversight for the data entry of clients into this system.

#### **Facility Management:**

- Maintains compliance with DCFS Licensing Standards and Fire Marshall code as well as lease agreements;
- Monitors TLP sites for cleanliness and proper furnishings and addresses observable hazards.
- Liaises with property managers and Director of Operations to address issues in a timely manner;
- Conducts walk-thru of sites for DCFS monitoring, addressing any concerns promptly;
- Ensures that the site has adequate groceries, hygiene and other supplies needed for day-to-day operation.

#### **Scheduling and Time Keeping**

- Addresses call-offs and no-shows while on-call and seeking coverage for sites, monitoring the use of overtime;
- Plan and develop YDS & RA meetings;
- Monitoring assigned staff's payroll and approving staff's PTO requests within 24-hours.

#### **Professional Growth:**

- Participate in individual weekly supervision and annual evaluation process;
- Complete required training and participate in community partner meetings and committees;
- Maintain TCI and CPR/First Aid Certification.

#### **Requirements:**

- BA, BS, or BSW in human service field
- 25+ years old, per DCFS licensing requirements
- Two years residential experience required
- Supervisory experience strongly preferred
- Valid Illinois Driver's license and vehicle insurance. Reliable vehicle and requirement to transport clients, when needed
- Operate office equipment, i.e., fax machines, copier machine, phone, calculator, computer, etc.
- Be able to lift 20 lbs.
- Be able to walk up and down stairs up to 20-times per shift
- Write reports & communications in a professional manner
- Basic computer knowledge required (e.g., Microsoft Suite, Outlook)
- Other duties as assigned to help drive the Harbour's Vision, Mission, and Values.

#### **Salary & Benefits Package:**

The Harbour, Inc. offers a comprehensive package including competitive pay and benefits to attract and retain the best talent to further the Agency's mission. **Starting salary \$52,500**

**Required Background Check:**

Employment at The Harbour, Inc. is contingent on passing a background check. All candidates must undergo and pass a background check before an employment offer is extended.

*The Harbour, Inc. is an Equal Opportunity / Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, ethnicity, religion, sex, sexual orientation, gender identity, national origin, age, marital status, physical or mental disability, protected veteran status, genetic information, or any other legally protected status, in accordance with applicable federal, state and local EEO laws.*

**Job Description Acknowledgment**

I acknowledge that I have received, reviewed, and understood the job description for the position of Residential Supervisor at The Harbour, Inc. I understand the duties, responsibilities, and expectations associated with this position, and I agree to perform them to the best of my ability. I also understand that this job description may be subject to change as the needs of the organization evolve. If I have any questions about my job duties or responsibilities, I will discuss them with my supervisor or Human Resources.

Employee Name (Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_