

Day Program Supervisor

ABOUT ARCMORRIS

ArcMorris was established by a group of parents advocating for children affected by intellectual and developmental disabilities (IDD) and was incorporated in 1953. ArcMorris is a 501(c)(3) nonprofit organization and is now the leading provider of services for people affected by IDD and their families in Morris County, NJ. Programs include residential housing, respite housing, day habilitation, recreational, day camp, college, pre-vocational, and family support services.

JOB DESCRIPTION

A day habilitation program is a structured service designed to support people with disabilities in developing and maintaining essential life skills, fostering social connections, and engaging in meaningful activities. These programs offer a range of tailored services, including community-based activities, educational/vocational sessions, recreational activities, and therapeutic interventions, all geared towards promoting independence and enhancing quality of life. Participants receive person-centered support from staff who work collaboratively with them to set and achieve goals, while also providing a safe and inclusive environment to explore their interests and talents. Ultimately, day habilitation programs aim to empower people with disabilities to actively lead fulfilling and enriched lives within their communities. Reporting to the Assistant Director of Habilitation Services, the Day Habilitation Program Supervisor occupies a vital supervisory role at ArcMorris. This position is instrumental in providing day to day programmatic support within the assigned day habilitation program, ensuring safety, high quality, person-centered programming, and community inclusion through daily service delivery.

RESPONSIBILITIES

- **Program Oversight and Staff Support:**
 - Provides day to day, hands on support to individuals with I/DD and modeling to front line staff, ensuring operations day habilitation programs meet the high standards expected by ArcMorris and the Division of Developmental Disabilities (DDD).
 - Promotes and facilitates robust, creative, ongoing schedule of engaging activities, ensuring the inclusion of guest services, on-site programming, and community-based activities, promoting personal choice of people supported.

- Ensures all program operations and employees adhere to ArcMorris and DDD policies and procedures through comprehensive training and supervision of program management staff.
- **Compliance and Quality Assurance:**
 - Participates in preparations for quarterly audits of day habilitation programs, based on provided quality assurance audit tool, to ensure ongoing compliance and uphold high standards of care and service delivery.
 - Maintains timely and clear written documentation/communication and reporting of incidents, liabilities, and/or other operational matters to ensure the health and safety of the people supported and the integrity of the agency.
 - Ensures all electronic health record (EHR) day habilitation documentation is being completed within regulatory and agency requirements, based on policy and procedure. This includes the initial completion, submission, and review of all daily notes, incident reports, behavior tracking, etc., completed by front line staff, program supervisors, and assistant directors.
 - Reviews daily electronic documentation, medication administration records, transportation routes, conduct daily physical plant and vehicle inspections, etc. to ensure health and safety requirements are being met and maintained.
 - Certifies staff compliance with all technological systems ArcMorris employs, which includes, but is not limited to, email, electronic health record (EHR), time and attendance, etc.
- **Operational Flexibility:**
 - Adapts to a dynamic environment with shifting priorities and needs, maintaining flexibility to adjust to the schedules and demands of the assigned day habilitation programs.
 - Program Supervisor will be responsible for providing appropriate coverage for their assigned programs as assigned by the Assistant Director. This coverage includes the coverage of Personal Time Off (PTO) and/or other staff who may be needed to run the program and ensure compliance.
 - Program Supervisors must maintain consistent daily inspection and walkthroughs of program operations/activities during programming hours, while tending to necessary administrative tasks assigned by the Assistant Director of Habilitation Services.
- **High Acuity Programming:**
 - Program Supervisors must be fully prepared to serve people with high acuity needs through day habilitation services, and ensure other front-line staff have received the appropriate training to support individuals with high acuity needs.
 - Monitors programming for individuals with varying needs, including those with medical and behavioral needs.

- **Leadership and Development:**
 - Exhibits exemplary leadership skills and regulates emotional responses to address and manage complex day habilitation services and evolving needs.
 - Promotes an environment of professional growth for front-line staff and ensure they meet all professional development, promotes professionalism and excellence performance by ensuring employees comply with all policies and procedures.
- **Working Conditions**
 - ArcMorris is proud to meet the diverse needs of people with intellectual and developmental disabilities (I/DD) and their families through dedicated and skilled leadership. This role is crucial for maintaining the high quality of care and operational excellence that defines our services.
 - Responds to emergency needs of assigned day habilitation programs as they arise, including, but not limited to, staffing shortages, weather related situations, etc. This will require the Program Supervisor of Habilitation Services to provide hands-on support through feeding, toileting, transportation, etc.

Primary Duties:

Staff Management and Supervision:

- **Modeling and Guidance:** Provide onsite modeling and take direction from Assistant Director of Habilitation Services to ensure smooth operations of assigned day habilitation programs. This includes providing daily onsite modeling, supervision, and direction, fostering an environment where team members feel empowered and equipped to excel in their roles. Participate in monthly staff meetings to solicit feedback and provide continuous support.
- **Key Performance Indicators:** Understand and assist in monitoring department and program specific key program indicators (KPIs), in addition to agency KPIs, to ensure the agency is providing high quality, person centered support.
- **Communication:** Maintain open lines of communication with front-line staff, addressing any concerns or issues promptly and effectively.
- **Training and Development:** Facilitate ongoing training on specific person-supported needs, at the direction of the Assistant Director of Habilitation Services.
- **Policy Compliance:** Ensure all team members comply with organizational policies, procedures, and regulations. Provide access to the Employee Handbook for staff to refer to when at the program. This also means taking the appropriate administrative action for lack of policy compliance.
- **Conflict Resolution:** Participate in managing disciplinary actions and resolve conflicts among staff members in a fair and consistent manner under the guidance and supervision of the Assistant Director of Habilitation Services.
- **Professional Conduct:** Lead by example, demonstrating professionalism, integrity, and respect in all interactions, thereby setting a standard for the team. This

position must comply with Standards of Performance document utilized by the agency.

Day Habilitation Support and Engagement:

- **Safe and Supportive Environment:** Ensure a safe, least restrictive, and supportive programming environment, tailored to the unique needs of individuals with intellectual disabilities.
- **Person-Centered Programming:** Maintain a weekly and monthly calendar of varied onsite and community-based programming options to increase participation and choice for people supported.
- **Community Integration:** Facilitate daily opportunities for socialization through group activities and outings.
- **Ratio and Staffing Needs:** Ensure daily person supported to staff ratios and groupings are clearly identified and promote consistent safety, community integration, appropriate level of support, etc.
- **Daily Attendance:** Monitors, tracks and confirms daily attendance of people supported, in line with agency policies, procedures, and systems.
- **Family/Guardian and Support Coordinator Collaboration:** Work closely with families, guardians, and support networks, maintaining open communication to address any concerns and meet the needs of people supported. Regularly attend ISP and/or IDT meetings to ensure needs of the people supported are being met, and ensure all necessary ISP/IDT paperwork is completed.
- **Regulatory Compliance:** Ensure all assigned day habilitation program(s) comply with regulatory requirements and standards.
- **Service Adaptation:** Continuously evaluate and adapt services to meet the changing needs and preferences of residents, ensuring high-quality care and support.

Crisis Management and Response:

- **Emergency Response:** Assist in managing crisis situations, conflicts, or other incidents, following established protocols to handle emergencies, conflicts, and other significant incidents effectively.
- **Crisis De-escalation:** Implement strategies to de-escalate conflicts and prevent further escalation, maintaining calm and composure during crisis situations.
- **Collaborative Crisis Management:** Work with other staff members and external agencies as needed to effectively address and resolve crises.
- **Incident Documentation:** Document and report all incidents according to established guidelines and participate in debriefings and reviews to improve crisis response protocols.

Communication and Collaboration:

- **Cultivating a Feedback Culture:** Foster a culture of open communication, accountability, and strong team morale.
- **Stakeholder Communication:** Ensure clear, effective communication with people supported, staff, families, and other stakeholders.
- **Interdepartmental Collaboration:** Collaborate with other departments or external agencies as needed to coordinate comprehensive services and support for people supported.

Training and Development:

- **Continued Learning:** Engage in and promote ongoing professional development to stay current on industry best practices.
- **Training Programs:** Organize and facilitate training sessions focused on crucial topics such as crisis intervention, conflict resolution, and effective communication.
- **Skill Enhancement:** Develop comprehensive training plans for staff, ensuring Program Supervisors and other team members have the necessary skills and knowledge to support the diverse needs of ArcMorris programs.

Required Skills and Qualifications

- **Professional Attributes:** Well-organized, detail-oriented, and policy-conscious, with a strong ability to work effectively both individually and as part of a team.
- **Communication:** Excellent collaboration and communication skills, capable of effectively working with various individuals and teams within a fast-paced, dynamic environment.
- **Adaptability:** Demonstrates flexibility and adaptability, essential for managing the changing needs of programs and individuals supported.

Confidentiality and Privacy Expectation:

As an employee of The Arc/Morris, it is essential to maintain the confidentiality and privacy of sensitive information related to individuals served, their families, and organizational operations. This includes but is not limited to personal, medical, and financial information. All employees are required to adhere to strict confidentiality policies and procedures, ensuring that information is accessed, shared, and stored securely and only on a need-to-know basis. Any breach of confidentiality or privacy policies may result in disciplinary action, up to and including termination of employment.

REQUIREMENTS

- Associates degree in Social Work, Human Services or a related field, preferred. Years of experience may replace educational degree however; HS Diploma is required.
- Two (2) years plus of experience in the field of I/DD is required.
- One (1) years plus of supervisory experience.

- Extensive knowledge of congregate settings in the non-for-profit sector.
- Comfortable utilizing technology/software and paper trail.
- Excellent organizational skills and prioritization skills are a must. Ability to work in a high demand environment.
- Must possess strong interpersonal and communication skills including: verbal and written.
- Complete all required compliance trainings including: CPR/First Aid, Prevention of Abuse and Neglect and exploitation, Medication Administration, etc.
- Valid Driver's License with no more than 5 points
- Program compliance with licensure regulations and standards.
- Cooperate with the licensee and Department of Human Services staff in any inspection, inquiry or investigation.

JOB TYPE: Full-Time

PAY: 52,500

WORK LOCATION: Flanders Adult Training Center

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