



MH-DIRECT CARE SUPERVISOR

Characteristics of Work

This is paraprofessional work in supervising a staff of direct care workers assigned to a specific unit and shift at a state mental health facility. Employees direct and train subordinate personnel in the provision of physical care and social and recreational activities for the consumers. Other duties include supervising the performance of general housekeeping work and writing nontechnical reports on consumer behavior and activity. Employees make specific work assignments, review work in progress and after completion, and evaluate work performance. Detailed deadlines are provided by established institutional policies and procedures; however, employees may be required to use a moderate degree of independent judgment on occasion. General supervision is received from an administrative superior and is exercised over Direct Care Workers, Trainees, and Alternate Supervisors.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Assigns general and specific tasks to direct care personnel to ensure the performance of all work required by facility policy.

Monitors staff performance to ensure that all work is completed properly and as scheduled.

Schedules and structures on-the-job training for Direct Care Trainees.

Writes nontechnical reports documenting consumer behavior and activities; reviews similar reports written by subordinates to ensure compliance with facility standards.

Supervises the cleaning of classrooms, furniture, kitchen area and appliances, offices, and bathrooms.

Orders and inventories all materials and supplies required by the unit.

Notifies appropriate department of unit's need for assistance such as medical attention for consumers or facility repairs.

Participates in the development of individual habilitation/treatment programs for each unit consumer.

Supervises the laundering and inventorying of consumer linen and clothing.

Supervises and participates in recreational and social activities for consumers in accordance with written programs and habilitation plans.

Attends and participates in all related in-service training sessions.

Checks and records consumer data such as vital signs and weight.

Administers basic life saving techniques.

Performs or assists in the performance of daily living activities including, but not limited to, bathing, shaving, and brushing teeth.

Uses appropriate behavior management techniques when interacting with consumers.

Performs related or similar duties as required or assigned.

Essential Functions

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Supervises direct care personnel and performs general administrative duties.
2. Documents consumer behavior and activities and monitors consumer habilitation and treatment.
3. Schedules and attends training sessions.
4. Performs routine procedures to determine consumers' level of functioning and overall well-being.

Essential Competencies

The following underlying competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Specific behaviors may be identified and included later by the hiring agency. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

General Public Sector Competencies

Integrity/Honesty: Models and demonstrates high standards of integrity, trust, openness and respect for others. Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Conscientiously abides by the rules, regulations and procedures governing work. Exhibits a strong work ethic by being productive, diligent, conscientious, timely, and loyal.

Service Orientation: Seeks to understand and meets and/or exceeds the needs and expectations of consumers. Treats consumers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with consumers. Demonstrates a commitment to quality public service through statements and actions.

Accountability: Is productive and carries fair share of the workload. Accepts responsibility for actions and results. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards and mistakes. Has knowledge of how to perform one's job.

Self Management Skills: Maintains a positive attitude. Effectively manages emotions and impulses and appropriate balance between personal life and work. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches, shows flexibility to complete job within defined parameters. Is able to lead and follow. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy and concern; develops and maintains relationships. Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and resolve conflict situations. Models appropriate behavior.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations. Provides thorough and accurate information. Asks questions for clarification and to ensure understanding. Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations.

Self-Development: Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles. Applies all information, training, and resources to advance to the next level. Copes effectively with change. Allows self and others to make mistakes and learns from those mistakes.

Technical Competencies

Patient Care: Provides care to consumers by means of personal hygiene, first aid, and the monitoring of patient conditions.

Safety and Welfare of the Consumer: Maintains a safe environment for consumers. Recognizes situations that require the care worker to take urgent action.

Policies and Procedures: Demonstrates the knowledge of applicable nursing policies and procedures.

Legal Responsibility to Vulnerable Adults Act: Recognizes and complies with the agency's policy on confidentiality. Abides by the procedures regarding the rights of the consumers.

Understanding Diagnosis: Understands the individuality of each consumer. This includes the needs exhibited by the consumer as well as his/her diagnosis.

Patient Identification and Familiarization: Is adaptive to an ever changing population with the ability to cope with the loss of consumers.

Conflict Resolution: Demonstrates the knowledge of physical and nonphysical behavioral interventions.

Report Writing and Record Keeping: Accurately maintain and document consumer information on charts and reports.

Management Competencies

Emotional Maturity: Conducts oneself in a professional, consistent manner when representing the organization. Has the ability to work through adversity and hold self and others accountable for work actions.

Macro-Oriented: Understands and appropriately applies procedures, requirements, and regulations related to specialized areas of expertise.

Working Through Others: Shows a willingness to get work done through others, supports, motivates and is an advocate for staff. Reinforces and rewards team efforts and positive behaviors. Is fair, yet firm with others. Provides feedback.

Results Oriented: Plans effectively to achieve or exceed goals, sets and meets deadlines.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Heavy Work: May frequently exert force equivalent to lifting up to approximately 50 pounds and/or occasionally exert force equivalent to lifting up to approximately 100 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Field of Vision: Ability to observe an area up or down, left or right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Color Vision: Ability to identify colors.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Smell: Ability to use the sense of smell to recognize and distinguish odors.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to stand; walk; use hands to finger, handle or feel objects, tools or controls; stoop, kneel,

crouch, or bend; and reach with hands and arms. The incumbent is occasionally required to sit; and climb or balance.

Experience/Educational Requirements:

Education:

Graduation from an accredited four-year high school or equivalent (GED);

AND

Experience:

Minimum of six (6) months experience as a MH-Direct Care Alternate Supervisor;

AND

Education:

Successful completion of the Direct Care Training Program approved by the Mississippi Department of Mental Health.

Required Document

Applicant must attach a copy of his/her Direct Care Training Program Certificate to verify completion of the program.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.