



Job Title: Recovery Advocate **Assistant Supervisor**
Department: Operations (Programs- May be assigned to work in various programs)
Reports To: Recovery Advocate Supervisor
FLSA Status: Non-Exempt
Prepared by: Insperity (th) **Date:**

Position

Summary: Working

under general supervision, the Recovery Advocate Assistant Supervisor is responsible for evaluating RA needs and current practices and creating and delivering a training development plan complete with materials, tutorials, instructions, and learning resources. The Recovery Advocate Assistant Supervisor is responsible for ensuring Recovery Advocates are provided adequate training to meet Santa Maria Policies and Procedures, to include oversight of new hire training and orientation and training and oversight of required CMBHS documentation. The Assistant Supervisor assists the Supervisor in any aspects of operations assigned, such as scheduling, supply inventory, and direct coverage, and may be assigned to be physically present at either facility location depending on needs of the RA Supervisor. This position is subject to working overtime as needed and to remain past shift until replacement coverage has arrived.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Develop a schedule to assess training needs, including new staff onboarding, refresher training, and annual training
- Conduct employee surveys and interviews
- Consult with managers and leadership to ensure RA operations are in compliance with all regulations, contracts and accreditation requirements and that RA operations provide the highest level of customer service and quality
- Track and compile collected data to use in continuous quality improvement
- Conceptualize training materials based on data and research
- Communicate training needs and online resources
- Create training strategies, initiatives and materials
- Test and review created materials
- Maintain a database of all training materials
- Instruct employee training and onboarding, including direct observation of staff performing job duties and sign off that staff are ready to work independently
- Review employee performance and learning
- Ensures compliance with Santa Maria Hostel policies and procedures, standard operating procedures, and sponsoring agency requirements.
- Assists supervisor with budget control activities (i.e. conserving resources, reducing utility costs, avoiding waste, limiting overtime, etc).
- Develop/maintain inventory control/supply system and checklists
- Assist with staff scheduling, direct shift coverage, and other operational needs as assigned
- Be flexible to rotate facility locations as needed
- Serve in role of RA Supervisor in absence of RA Supervisor (such as during periods of PTO)

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies: To perform the job successfully, an individual should demonstrate the following:

Communications – Expresses ideas and thoughts verbally. Expresses ideas and thoughts in written form. Exhibits good listening and comprehension. Keeps others adequately informed. Selects and uses appropriate communication methods.

Conflict Resolution – Encourages open communications. Confronts difficult situations. Maintains objectivity. Keeps emotions under control. Uses negotiation skills to resolve conflict.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Education/Experience:

High school diploma or general education degree (GED); one-year supervisory experience, preferably in a related environment such as residential treatment or other healthcare setting. Consistent record of delivering quality services and excellent customer service, as demonstrated by employee file, participant/client satisfaction surveys and feedback, and leadership observation.

Language Ability:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

Strong working knowledge of Microsoft Office (Word, Excel, Outlook and Internet Explorer) required.

Certificates and Licenses:

CPR and Infant CPR certifications; current First Aid certification and current PMAB training required.

Approval Requirements: Must be able to pass TDCJ/HCSCD background checks. Must have reliable transportation to travel between Santa Maria facilities. Flexibility to work during various shifts/hours for provision of training to 24-7 staff.

Supervisory Responsibilities:

Not applicable

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Duties are performed outside in the courtyard or monitoring clients in areas within or around the buildings.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing duties of this job, the employee is regularly required to sit and use hands to finger, handle and feel. The employee is regularly required to talk or hear, stand and walk. This position subject to climbing up and down steps and could carry a child or other objects weighing up to 50 pounds occasionally. Specific vision requirements include close vision, distance vision, peripheral vision depth perception and ability to adjust focus.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

ACKNOWLEDGED: Supervisor / Manager Signature

Date

ACKNOWLEDGED: Employee Signature

Date

PRINT: Employee Name