

Shift Manager

Chileda's mission is to improve the quality of life for individuals with cognitive and behavior challenges. Chileda's goal is to help students increase their appropriate social behaviors and develop independent living skills, through an enriched learning environment and individualized behavior programming. Chileda's population includes children and young adults with special needs including Autism, Attachment Challenges, related developmental delays, and intensive behavioral needs.

CLASSIFICATION:
NON-EXEMPT

WORKERS SUPERVISED:
INDIRECTLY SUPERVISE DSPS
ON ALL SHIFTS. OVERNIGHT
SHIFT MANAGERS DIRECTLY
SUPERVISE 3RD SHIFT LDSPS.

CHILED A VALUES:

SAFETY
COMPASSION
LEARNING
COLLABORATION
RESPECT

SUMMARY: The Shift Manager is responsible for the overall safety and coordination of the agency's program during the shift assigned. The Shift Manager works collaboratively with other departments, managers, and leads to ensure there is adequate staffing and support for the successful operations during their assigned shift.

REQUIRED EDUCATION & EXPERIENCE:

- Must possess a Bachelor degree in human services field or at least 3 years of supervisory experience in working with people with developmental disabilities in licensed care.
- Strong verbal and written communication abilities.
- Must possess a minimum of intermediate computer skills and Microsoft Outlook.
- Must demonstrate leadership ability and a positive can do attitude.
- Ability to handle crisis situations in an efficient manner.
- Experience working with individuals with developmental disabilities is preferred.

GENERAL HOURS OF DUTY: Full time, Monday through Friday, every other weekend and rotating holidays, and overtime as approved. 1st shift hours are between 7:30am-5:30pm. 2nd shift hours are between 1pm-11pm. 3rd shift hours are between 10:00pm-9:00am.

REPORTS TO: Director of Residential Services

JOB DUTIES:

- Work collaboratively with other departments and teams to promote respect, learning, safety, collaboration, and compassion through daily shift operations.
- Work collaboratively with other Shift Managers to plan for appropriate staff coverage and to minimize areas of staff overlap and work to minimize overtime.
- Develop and maintain daily staff assignments and transition schedules for assigned shift. Assign staff to areas in which they are trained and competent to work in.
- Ensure documentation is completed for all incidents, serious incidents and emergency interventions during assigned shift.
- Ensure all Direct Support Professional monthly schedules are updated in Chileda's scheduling system by the 15th of the month prior.

Shift Manager

- Update Direct Support Professional schedules in iSolved daily, reflecting changes due to trainings, staff switches, and request offs.
- Coordinate with teachers, house managers, and lead staff to ensure appropriate coverage for residential programming, educational programming and community outings.
- Complete shift exit report at the end of assigned shift, including student census, serious incidents and emergency interventions.
- Communicate information from the shift to the next Shift Manager regarding incidents, serious incidents, allegations of abuse/neglect, staff incidents and emergency interventions.
- Know and follow all procedures, including incident report procedures, emergency intervention procedures, crisis response procedures, serious incident report procedures, etc.
- Communicate any Serious Incidents, including allegations of abuse/neglect and grievances immediately to the appropriate staff members.
- Work with the Clients Rights Specialists to carry out investigations, complete documentation, and report to appropriate parties regarding student grievance and resident rights concerns relevant to assigned shift.
- Attend and participate in team meetings, as identified by the Director of Residential Services.
- Ensure that the supervisor cell phone is in working order and on at all times during the shift.
- Respond to help calls and support staff during crisis.
- Assist staff with Client Management Software login issues.
- Cover staff breaks as needed.
- Fill the role of a DSP as needed.
- Report broken or damaged items to the Director of Buildings and Grounds, Director of IT, Director of Residential Services or COO.
- Review time management software daily, including documenting attendance concerns including trainings and failing to punch in or out on a daily basis. Follow up with staff as deemed necessary in the attendance procedure.
- Review, sign, and ensure Employee Accident Reports are completed thoroughly and submitted in Kaleidacare.
- Provide instructions for employees to seek medical attention when needed for workplace injuries, and follow-up with employees who may need light duty work.
- Remain current on Emergency Preparedness and Disaster Planning, with the ability to implement these systems when needed. Maintain the ability to direct staff and residents during times of emergency.
- Monitor employees to ensure all aspects of resident care and treatment are being implemented consistently and thoroughly.
- Ensure all supervised employees adhere to Chileda Policies and Procedures.
- Provide timely feedback to employees regarding their work performance and complete any necessary documentation as required.
- Work with other Shift Managers, House Managers and Director of Staff Development to support orientation, mentorships and retraining occurrences as needed.
- Act as the shift liaison with parents in the absence of Case Managers, House Managers and Teachers.

Shift Manager

- Work with the Health & Wellness Care Staff on duty to report any relevant emergencies to agency administrators, parents/ guardians, licensing agents and social workers.
- Other duties as assigned by supervisor.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the Job Duties of this position. While performing the duties of this job, there is frequent physical interaction with students in fulfilling self-care, behavioral interventions, and educational and recreational programs. Position involves implementing all aspects of Nonviolent Physical Crisis Intervention (CPI) including blocking, grab releases, physical transport, and physical restraint. Must be able to talk and hear to communicate with and exchange information with co-workers. Employee must be able to perform all essential functions without direct risk of harm to others or themselves. Please see Essential Functions document for specific position physical demands.

WORK ENVIRONMENT: Shift Managers perform job duties across campus. Office work will be completed at a desk using a computer. Non-school days, 1st shift weekends, and all 2nd and 3rd shift work may be performed in the residential homes. First shift school days work may be performed in the classroom setting. Time may be spent outdoors with students in the courtyard.

DISCLAIMER: The statements of this Job Description are intended to describe the general nature of the work being performed and are not assumed to be a complete list of tasks. This Job Description does not establish a contract and are subject to change at Chileda's discretion at any time. Employment at Chileda is at-will. Employment at-will means that Chileda may terminate or change the status or your employment at any time, with or without reason, and with or without notice.

RECEIVED BY:

Employee Signature

Date

Employee Name (Please Print)

Supervisor Signature

Date

Supervisor Name (Please Print)