

Position Title: Residential Program Supervisor
Program: Programa De Recuperación (PRM) – Latino Services
Program Location: Madras. Oregon
Supervisor: Program Director
Employment Status: Full Time Regular
FLSA Classification: Exempt, Salary
Salary/Wage: Competitive salary commensurate with education and experience

General Duties: Residential Supervisor is responsible for showing considerable amounts of initiative, judgment, and leadership in regards to client safety and supervision within our Residential Program. The Supervisor needs to have a commitment to the mission of the agency and furthering that mission in the community.

Job Relationships:

- Reports to: Program Director
- Employees Supervised: Residential Counselors & Residential Aides

Language: English/Spanish Bilingual – written & spoken required

Education / Licensure: Possess current certification or license in addiction counseling or holds a current license as a health or allied provider issued by a state licensing body.

Duties:

1. Provide direct, day-to-day supervision and performance monitoring over the program staff.
2. Ensure respectful and compassionate treatment is provided to all clients who enter the program.
3. Ensure that proper policies and procedures that protect the health, safety, and confidentiality of clients are developed and implemented.
4. Work closely with the Program Director to identify opportunities to provide innovative and high-quality services to the community.
5. Ensure that the practices of the program meet best practice standards for the field.
6. Actively improve the quality of the program through participation in the Quality Management process.
7. Provide or make available on-going training for counseling staff.
8. Work closely with other staff as a member of a treatment team, ensuring healthy staff-to-staff and staff-to-client relationships.
9. Provide direct services as is necessary for the efficient functioning of the program.
10. Ensure that documentation in client files is timely, complete, reflects clinical best practices, and meets State and BestCare standards.
11. Maintain strong relationships with community partners, developing collaborative relationships whenever possible.
12. Other duties as assigned by the Program Director.

Minimum Requirements:

Possess knowledge and experience demonstrating competence in the performance or oversight of the following essential job functions:

1. Supervision of staff

2. Personnel management
3. Employee performance assessment
4. Data collection and reporting
5. Quality assurance
6. Developing and maintaining community resources and relationships.
7. BestCare Treatment Services uses stages of change/motivational interviewing model of treatment. Counselors and Supervisors are expected to have a strong understanding of these treatment models and are expected to be proficient with the use of ASAM II criteria in determining placement and length of stay for clients.
8. Possess the ability to work independently and also have the skills to be a team player.
9. Must have the ability to get along with co-workers.
10. Possess the ability to network with all resources in order to provide the best customer service.
11. Use good customer service skills with the clients and family members seeking help from our program.

For individuals recovering from the disease of alcoholism and/or from other drug addiction, have maintained continuous sobriety for the immediate past five years at the time of hire.

Tools and Equipment Used:

Computer, fax machine, copy machine, telephone.

Physical Demands:

The physical demands 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 of this job. While performing this job, the employee is regularly required to reach with hands and arms. The employee is frequently required to stand, walk, and use hands to handle, feel or operate objects or controls. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, or crawl; talk and hear. The employee must occasionally lift and/or move up to (20) twenty pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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 position requires the employee to dress in a professional manner that meets the standards for professional employee in Central Oregon.

To Apply:

Please complete an application using the link below along with a cover letter, resume, personal email address for communications and contact information for three supervisory references.

[Application for Employment – BestCare \(bestcaretreatment.org\)](http://bestcaretreatment.org)