



## **Wraparound Care Supervisor**

*The Wraparound Care Supervisor helps youth, adults, and families with complex needs have a better life by ensuring access to the most appropriate resources through the development of a coordinated plan that is based on the strengths, needs, culture and preferences of the individual served.*

*Additionally, the Wraparound Care Supervisor provides daily operations and contract compliance. Assist in specific training functions designed to help staff reach maximum performance levels.*

### **Position Prerequisites**

1. Master's Degree in human services field. Bachelors plus 3 years' experience will be considered
2. At least three years of full time or equivalent experience working with children and/or adult case management
3. Florida Driver's License, ability to drive, and dependable transportation

### **Position Supervised and Degree of Supervision**

The Wraparound Care Supervisor is supervised by and reports directly to the Executive Director.

### **Responsibilities and Duties**

This list of responsibilities and duties is not intended to be exhaustive. Twin Oaks reserves the right to revise this job description as needed to comply with actual job requirements. In addition to the duties of the Wraparound Care Coordinator, the Supervisor will perform the following duties:

1. Promote the mission, vision and values of the organization at all times.
2. Train/certify new care coordinators to include: Orientation to agency policies and procedures, orientation to community resources, shadowing & peer supervision.
3. Training and coaching all Care Coordinators through the certification process (including behavioral rehearsals, coaching, documentation review, field observation).
4. Provide on-going coaching and support even after certification to prevent drift (including behavioral rehearsals, coaching, regular individual and group staff training, documentation review, field observation).
5. Schedule time for new Care Coordinators to "shadow" Wraparound activities and upcoming home visits, court dates, staffing, treatment team meetings, school visits, etc.
6. Model effective facilitation and linkage to resources on behalf of clients. This includes troubleshooting, as appropriate and non-traditional system resources.
7. Model and assist in appropriate chart compliance, paperwork completion, and form submission.
8. Complete 30-Day Reviews on all new records.
9. Conduct monthly chart audits.
10. Provide Coordinator with departmental information and complete outcome reports.
11. Collaborate with System Partners, attend community meetings as needed.

12. Providing leadership and oversight in the assessment, crisis plans, development and implementation of individualized Wraparound plans and Transition Plans.
13. Assist with coordination of child and family teams, when necessary.
14. Carries out all phases of the Wraparound process and completes case management activities, when necessary to ensure client's needs are met
15. Maintains current and accurate records. This shall include but not limited to intake, assessment, Wraparound plan, progress notes, referral logs and outcomes.
16. Conduct weekly staff meetings and trainings as scheduled.
17. Regular supervision directly related to the Wraparound process (own internal learning cohorts).
18. Outreach activities related to Wraparound, as scheduled (i.e., behavioral health resource events).
19. Collect and submit required monthly Wraparound outputs and metrics and all other reports in a timely manner.
20. Monitor fidelity of the Wraparound model throughout the program at all times to ensure every Care Coordinator provides the process to fidelity.
21. Review and approve use of Incidentals.
22. Attend Wraparound Learning Communities.
23. Ensures the clients' rights are safeguarded throughout the referral, placement, treatment, review and discharge processes (Chapter 394, Florida Statutes and Chapter 65E-10 FAC).

### **Skills, Abilities, and Expectations**

In addition to the skills, abilities, and expectations of the Wraparound Care Coordinator, the Supervisor must possess the following:

1. The ability to function and operate as a team player, showing dignity and respect for all.
2. The ability to comply with all equal employment opportunity and ethical standards and regulations.
3. The ability to take direction in a respectful and productive manner from supervisors and managers.
4. The ability to report in a timely fashion, with an attitude oriented to service, for work as scheduled.
5. The ability to have cordial and professional relationships both within the organization and with all vendors, clients and third parties.
6. If appropriate, the ability to produce all appropriate paperwork and reports consistent with contractual, state, or federal standards, Medicaid, Wraparound and to prepare and submit such paperwork on a timely basis.
7. The ability to understand and comply with all agency policies and procedures.
8. The ability to render compassionate care and an equal commitment to serve clients in need of healthcare assistance.
9. Ensure records are maintained according to agency and funding source requirements 100% of the time.
10. Ensure program outcomes are met and recorded 100% of the time.
11. Ensure program requirements for direct services are met 100% of the time (i.e. minimum of 2 visits completed per client each month, productivity standards are met, etc.).
12. Demonstrate good leadership qualities, writing and organizational skills, community resource awareness, strong interpersonal skills, culturally sensitive, experience working with children, youth, adults and their families.

### **Training**

Wraparound Care Supervisors are required to complete Wraparound 101 training and become Certified Wraparound Facilitators within 6 months of employment. Timeframe may be extended based on extenuating circumstances.

To ensure that on-going Wraparound education occurs, CEU's are required to be completed. Each Wraparound Facilitator will need to complete 10 CEU hours annually. CEU's must be directly linked to one of the 10 Wraparound principles. If a Wraparound Refresher/Booster training is offered in your region, each certified individual is required to complete the training every 2 years. Copies of all certificates must be retained by each certified individual and available if requested by the regional Wraparound Fidelity Representative.

Additional training will be presented both by the agency in accordance with Human Resources policies and procedures, and by the Care Coordinator's supervisor as part of on-going supervision and continuing education. Topics will be determined throughout the year based on the need and changing best practices.

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***I certify that I have read and understand the above job description and can perform all the duties listed, with or without reasonable accommodations.***

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Employee Printed Name

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Employee Signature

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Date

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Supervisor Printed Name

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Supervisor Signature

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Date