



Service Supervisor

About the Company:

The Arc in Hawaii is a non-profit organization with over 70 years of history in Hawaii. We provide both residential and day services for adults with intellectual and developmental disabilities (IDD). Our mission is to support the inclusion and participation of individuals with IDD in their respective communities throughout their lifetime.

Role:

The Service Supervisor is responsible for developing individual training programs for our participants (adults with IDD) and instruct staff on how to implement the plans. The Service Supervisor will coordinate individual programming in a day and home setting to ensure compliance with all applicable standards and regulations of funding and licensing sources.

Job Type: Full-time, exempt

Work Schedule: Monday to Friday in addition to a flexible work shift. May be required to work additional hours, as needed. Must be available to respond to emergency calls on a 24-hour, 7-day per week basis.

Pay: \$45,000 - \$50,000 per year

Requirements:

- Bachelor's degree in the field of special education, social sciences, human services, and/or other related fields from an accredited college or university OR possess a bachelor's degree from an accredited college or university in another field with 1 year of experience working directly with individuals with disabilities or the elderly
- Current driver's license (with clean abstract) and reliable transportation
- Smartphone
- 1 year of volunteer or work experience assisting persons with intellectual or developmental disabilities
- 6 months of supervisory experience
- Strong verbal, written, and interpersonal skills; positive, helpful, and patient; ability to budget; good judgment
- Ability to organize, prioritize work, and meet deadlines
- Proficiency in computer software programs related to job duties (Microsoft Office)
- Ability to operate standard office machines, standard household appliances, and assistive devices including Hoyer lift, wheelchair, walker, and gait belt
- Ability to intermittently lift, push, and pull up to 50 lbs. with minimal assistance

**Work Clearances (Conditions of Employment):**

- Pre-employment drug test
- Physical assessment
- TB test (initial 2-step PPD, annual 1-step PPD)
- CPR and First Aid/AED certification
- Criminal history check
- Adult Protective Services (APS) and Child Abuse & Neglect (CAN) registries
- FBI fingerprinting
- Valid driver's license and clean driver's abstract (or acceptable level of infractions)
- Must remain current on all work clearances
- Must complete all required training (paid)

Drug test, physical assessment, FBI fingerprinting/APS/CAN/criminal history check, and FA/CPR/AED certification are paid for by The Arc in Hawaii.

Responsibilities:

- Ensures that the rights of the participants are protected and that they are protected from abuse and neglect and dangerous or hazardous conditions following established reporting procedures.
- Ensures confidentiality of all participants protected health information and records from unauthorized access or dissemination.
- Ensures adherence to the normalization principle in the least restrictive environment.
- Ensures program compliance on all applicable standards, policies, and regulations for the assigned day program(s).
- Coordinates the interdisciplinary team meetings (e.g., intake, annual, etc.) within our organization for assigned participants and ensures that recommendations or procedures are discussed with the team, professional consultants, or other support professionals.
- Advocates for appropriate and sufficient program plans to meet the needs of the participant, including sufficient funding.
- Develops Individual Plans (IP) for each assigned participant and instructs and trains staff on how to implement them for each assigned participant.
- Provides on-site supervision and evaluates implementation of programs by direct services personnel at all assigned volunteer work and day center programs.
- Writes participant-specific programs designed to assist individual development and support.
- Documents all progress or significant events on prescribed recordkeeping forms and maintain records on each assigned participant.
- Ensures that all participant records are monitored, updated in a timely manner and are in prescribed order.



- Prepares and distributes program reports as necessitated by contractual agreements, regulation, or as requested by the Center Manager and Waiver Coordinator.
- Prepares quarterly and annual reports documenting participant progress with ADH programs.
- Assists in the implementation of appropriate plan of corrections for Waiver services following Federal and/or State licensing surveys.
- Effectively communicates with participants, parents/guardians, family members, interdisciplinary team members, or State monitors, as needed, and resolves any issues in a timely manner.
- Drives to Arc homes/centers, etc. to work with Arc clients, staff, etc., as needed.

Preferred Qualifications:

- Service Supervisor work experience in a similar capacity

Benefits Offered:

- 15 paid holidays
- Generous PTO which starts accruing upon hire date (17 days earned in Year 1, 22 days in Year 3, 25 days in Year 8)
- Healthcare coverage (medical, drug, vision, dental)
- MetLife
- Life insurance (if you enroll in our healthcare coverage)
- 401(k) employer matching
- Referral program

*EOE / Drug-Free Workplace

Have questions?

If you have any questions, please contact hrdept@thearcinhawaii.org.