

## Competency Areas for Frontline Supervisors

- 1. Staff Relations:** Frontline supervisors (FS) enhance staff relations by using effective communication skills, encouraging growth and self-development, facilitating teamwork, employing conflict resolution skills, and providing adequate supports to staff.
- 2. Direct Support:** FS provide direct supports to individuals with disabilities and role model such supports to direct support professionals by assisting with living skills, communicating and interacting with individuals served, facilitating community inclusion, maintaining an appropriate physical environment, providing transportation, maintaining finances, developing behavioral supports and demonstrating the importance of consumers becoming active citizens in their neighborhoods and local communities.
- 3. Facilitating and Supporting Consumer Support Networks:** FS facilitate and support the development and maintenance of consumer support networks through outreach to family members, community members, and professionals and through coordination of personal planning sessions in collaboration with the individual served.
- 4. Program Planning and Monitoring:** FS oversee program planning and monitoring by planning and developing individual goals and outcomes with consumers, coordinating and participating in support network meetings, monitoring, documenting, and reporting progress toward meeting outcomes, and communicating with other service agencies.
- 2. Personnel Management:** FS coordinate personnel management by hiring new staff, conducting performance reviews, facilitating team work and staff meetings, creating job descriptions, delegating tasks and responsibilities, encouraging effective communication, defusing crises/conflicts between staff, and implementing grievance and formal contract procedures.
- 6. Leading Training and Staff Development Activities:** FS coordinate and participate in DSS orientation and inservice training by orienting new staff, arranging for staff to attend training sessions, maintaining training records, and supporting on-going staff development.
- 7. Promoting Public Relations:** FS promote public relations by educating community members about persons with disabilities, advocating for the rights and responsibilities of individuals with developmental disabilities, developing media presentations and recruiting volunteers and contributions.
- 8. Maintenance:** FS coordinate and participate in home, vehicle and personal property maintenance.
- 9. Health and Safety Issues:** FS ensure that individuals supported are safe and living healthy lives by monitoring safety issues, coordinating, monitoring and documenting medical supports, practicing appropriate emergency procedures, responding to emergencies, and promoting consumer rights regarding health and safety issues.
- 10. Financial Activities:** FS ensure fiscal responsibility and management by supporting individuals with banking and other financial maintenance agreements; developing, managing, and implementing household budgets; developing contracts for services with outside vendors, and completing audits of household and consumer finances.
- 11. Scheduling and Payroll:** FS ensure staff are scheduled, paid, and receive time off when requested.
- 12. Coordinating Vocational Supports:** FS coordinate vocational training and opportunities for consumers through advocacy, supporting people in completing daily job tasks, assisting individuals in meeting quality standards, finding and developing community jobs for people, and communicating as needed with other support agencies regarding vocational related issues.
- 13. Coordinating Policies, Procedures and Rule Compliance:** FS understand and implement current state licensing rules and regulations, agency policies and practices, and protection of individual consumer rights.
- 14. Office Work:** FS communicate effectively in writing and via the telephone, complete various office tasks and utilize the computer effectively for word processing, developing spread sheets, and managing data bases.