

Day in the life of the: Residential Supervisor

Your schedule – The Residential Supervisor is a salaried position that can have some varying hours depending on the needs of the unit and campus on which you are working. You are a true team player!

Your responsibilities – You play a key role in achieving our mission of delivering the highest standard of care to youth.

You are relied on to take the lead on:

- ensuring that the unit is properly staffed and running smoothly;
- providing a safe and therapeutic environment for the youth in care;
- ensuring that all staff is feeling supported and engaged; and
- spending time working on the unit floor with staff and youth.

You demonstrate personal excellence when carrying out your responsibilities for:

- safety planning;
- crisis supports;
- orienting new staff;
- checking in with staff and facilitating peer support;
- completing documentation;
- creating staff schedules; and
- organizing individual and group supervisions.

Supervisors have to be flexible in their duties to ensure the unit is properly maintained. In short, you can see what needs to be done and you do it. This position typically reports to the Unit Manager for support and guidance.

Your Background – You'll be one step ahead from day one if you have prior experience working as a Youth Care Professional and a degree related to Psychology, Sociology, Social Work or related area of study. Please see the job posting for specific educational and experience requirements.

Your Total Experience – Hillside takes seriously its Shared Vision to support and nurture the career aspirations of our staff. Career advancement for a Residential Supervisor could be progressing to a Unit Manager role or eventually to a Program Manager. With experience as a Residential Supervisor you could be well positioned for getting a clinical or other advanced degree, if you are so inclined. This is a job where you really feel like you're making a difference. Imagine the rewards that come from mentoring staff and youth and then seeing the youth also develop healthy relationships with others in the unit. It's genuinely exciting to receive a call from a youth who has been discharged and hear about their successes; you know you did a good job and made an impact on them! It can be stressful managing in an environment where crisis situations occur; however, with you there maintaining an approachable, trustworthy and supportive presence, a strong staff will be enabled to ensure the youth are properly cared for and supported.

Hillside Family of Agencies provides individualized health, education, and human services in partnership with children, youth, adults, and their families through an integrated system of care. Our Residential Supervisors are personally and professionally dedicated to this mission not only in practice but in spirit.

"The Residential Supervisor position is perfect for someone who wants serve youth and provide care in a creative environment which embraces new and diverse ideas."

-Residential Supervisor, Finger Lakes and Varick