



## JOB DESCRIPTION

<b>JOB TITLE:</b> Guardian Program Visitation Supervisor	
<b>Job Family:</b> Direct Service Staff	<b>Supervisor:</b> Guardian Program Manager
<b>Classification:</b> Part-Time or PRN; Non-Exempt; Hourly	<b>On-Call Responsibilities:</b> N/A
<b>Expected Schedule/Hours of Work:</b> <u>Part-Time:</u> must work a minimum of one recurring weekly shift with the option to pick up additional shifts on an as-needed basis, up to 29 hours per week  <u>PRN:</u> may choose up to 29 hours per week from available as-needed shifts, with no guarantee of a minimum number of hours of work available	<b>Work Location:</b> In-Person/On-Site at Guardian Program Facility
<b>Title(s) of Immediate Subordinates:</b> <ul style="list-style-type: none"><li>• None</li></ul>	<b>Total Number of Employees Supervised:</b> Directly: 0    Indirectly: 0

### POSITION SUMMARY:

The Visitation Supervisor is responsible for monitoring and documenting supervised visitation sessions and/or exchanges between non-custodial parents and their children at the agency's Guardian Program (a supervised visitation and monitored exchange facility).

### ESSENTIAL FUNCTIONS:

- Work on-site during program hours to supervise visits and/or monitor exchanges in either a group or individualized setting.
- Intervene when appropriate to protect the safety and welfare of families utilizing the program, including terminating visits or exchanges when necessary.
- Provide detailed and precise written documentation of each visitation and/or exchange.
- Provide testimony to courts as required by the courts and/or requested by the Guardian Program Manager.
- Maintain client files and documentation of services according to quality assurance, grant reporting, and audit standards.
- Provide coverage for the reception desk, ensuring all activities and monitored exchanges are conducted safely and appropriately as per Program procedures.
- Follow all Hope House service philosophies, policies, and procedures.



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- Perform other duties as requested.

### IMPORTANT COMPETENCIES (Knowledge, Skills, and Abilities)

- Strong written communication skills, in both handwritten and typed form.
- Ability to deal effectively with conflict resolution in stressful situations.
- Maintain appropriate boundaries when working with program participants and agency personnel.
- Maintain confidentiality, neutrality, and professionalism in role.
- Demonstrate knowledge of the dynamics and causes of domestic violence and post-separation violence, and a commitment to ending domestic violence as a social problem.
- Demonstrate knowledge of childhood developmental stages and parenting behaviors within the context of domestic violence.
- Maintain regular, punctual attendance consistent with ADA, FMLA, and other federal, state and local standards.
- Concentrate and perform accurately.

Post offer, pre-employment screening requires successful completion of a Children's Division screening and criminal background check; and valid driver's license, current motor vehicle insurance, and acceptable motor vehicle record report.

### WORK ENVIRONMENT and PHYSICAL DEMANDS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, sit, climb, hear, and reach with hands and arms. The employee may occasionally lift and or move objects weighing up to 25 pounds. Specific vision abilities required by this job include close, distance, color, peripheral, depth perception and ability to focus.

### TRAVEL REQUIREMENTS

This position may be required to occasionally travel between Hope House and the Guardian Program facility.



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### EDUCATION AND EXPERIENCE:

#### MINIMUM QUALIFICATIONS:

- Licensed Baccalaureate Social Worker (LBSW); OR
- Master's degree in counseling, social work, or comparable human services field.

#### PREFERRED QUALIFICATIONS:

- Bilingual in English and Spanish.
- Prior experience working with children and families who have experienced and/or been exposed to domestic violence.
- Licensed or licensed-eligible counselor/therapist.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.*

***Hope House prohibits discrimination and is committed to equal employment opportunities for all qualified applicants and employees.***