



TREATMENT CENTER SUPERVISOR JOB DESCRIPTION

Summary of Duties

Reporting to the Clinical Services Director, the Treatment Center Supervisor is responsible for managing all day-to-day operations in the Center including staff management and clinical supervision, reception and customer service, facility management, daily treatment scheduling, billing/claims coordination, regulatory compliance, and program development. The Treatment Center Supervisor is responsible for ensuring positive clinical outcomes across all Center-based services and ensures the highest quality client services.

The Treatment Center Supervisor collaborates with other company managers and staff to ensure effective business processes support daily operations (e.g., client billing, fiscal and other reporting, budgeting, employee recruitment, contracting, information systems, etc.). The position also has key responsibilities for supporting company business development and growth initiatives, and maintaining effective, collaborative relationships with other company staff and external organizations.

The Treatment Center Supervisor is required to maintain strict confidentiality of company business records, client information, and other sensitive information at all times.

Essential Duties and Responsibilities

1. Staff Management

- a. Directly supervise clinical staff and other administrative employees.
- b. Conduct regular performance evaluations for all Center staff.
- c. Support Clinical Services Director and Human Resources in recruiting, hiring, orientation, and ongoing education and training of staff on Center operations and agency policies and procedures.
- d. Provide a supportive work environment that ensures compliance with appropriate human resource-related regulations and staff satisfaction.

2. Daily Operations & Clinical Services

- a. Maintain a behavioral treatment caseload at 10-20% productivity.
- b. Serve in a clinical role, consulting with behavior analysts on cases requiring additional support.
- c. Ensure excellent client services and high client satisfaction and program success.

- d. Responsible for planning, coordinating, and evaluating formal quality improvement initiatives for behavior analysts. Monitor quality performance and improvement activities written by behavior analysts.
- e. Review and approve treatment plans, attend intake meetings, follow up with specific client needs, coordinate with behavior analysts to meet client and company objectives/outcomes/goals.
- f. Responsible for the planning, coordination and implementation of all activities in the Center.
- g. Oversee daily schedule of treatment activities for all center-based services using CentralReach.
- h. Provide leadership to the Center Team and individual staff; lead monthly clinical staffing meetings.
- i. Responsible for development of systems and operating procedures in the Center.
- j. Responsible for meeting all ABA of WI policies and regulatory standards as applicable to ensure quality and efficiency.
- k. Conduct regular audits of Center systems and operating procedures; develop and implement plans of correction and quality improvement initiatives.

3. Reception and Customer Service

- a. Oversee reception and general administrative support services to the Center and other ABA of WI service line Directors (Clinical Services, Waiver Services).
- b. Provide and encourage excellent customer service to clients, families, employees, and external parties.

4. Facility Management

- a. Manage all aspects of maintaining the Center facilities including primary liaison with landlord and contracted services (maintenance, office equipment, etc.).
- b. Ensure the appropriate maintenance of equipment and furnishings; ensure appropriate equipment and supplies are available including recommendations for capital equipment and authorization/oversight of purchasing for Center equipment and supplies.
- c. Ensure compliance with applicable facility regulations, lease covenants, and local ordinances.

5. Regulatory Compliance

- a. Stay abreast of appropriate regulations that impact Center operations including infection control, fire safety, inclement weather, disaster preparedness, and other safety procedures.
- b. Ensure and support contract or provider compliance with funders including the Wisconsin ForwardHealth (Medicaid) program, counties, and insurance companies.

6. Reporting

- a. Provide ongoing reports to management as scheduled or requested. Includes but not limited to incident reporting, quality and performance improvement activities, supervision reports, clinical reporting audits, productivity reports, time and staffing reports, authorization/utilization reporting, expense reports, etc.

- b. Conduct ongoing program evaluation to assess strengths of program and identify areas for improvement.

7. Business Development and Growth

- a. Develop and maintain positive community relationships with all referral and funding sources (e.g., private insurers, counties, Wisconsin Department of Health Services, IRIS Consultant and Fiscal Employer Agencies, Family Care Managed Care Organizations, referral agencies, school districts, other providers, etc.).
- b. Actively participate and support company strategic plans and business growth initiatives.

8. Other Duties

- a. Work collaboratively with other company managers and staff. Develop and maintain strong working relationships with ABA of Wisconsin Waiver Services Director, Waiver Services Regional Supervisors, and other staff as needed for effective operations.
- b. Perform other duties and special projects as assigned.

Minimum Qualifications/Skills/Abilities

- Master's degree in Applied Behavior Analysis, psychology, counseling, education, or other related field of study; Board Certified Behavior Analyst (BCBA) preferred
- 3-5 years supervisory experience; center-based services preferred
- 3-5 years of experience supporting clients with intellectual and/or physical disabilities or other long-term care populations.
- Knowledge of relevant local, state, and federal regulations/laws, and other compliance requirements
- Excellent customer service skills. Demonstrated problem-solving ability under challenging conditions.
- Well organized and detail oriented.
- Demonstrated aptitude for organizing and coordinating multiple projects.
- Excellent written and oral communication skills.
- Excellent interpersonal relationship-building skills with employees, clients, and other agencies to maintain effective working teams and business relationships.
- Excellent critical thinking and analytic skills and ability.
- Ability to successfully lead teams and promote company change.
- Demonstrated user skills with MS Suite or Google Suite; ability to learn and master other software and user devices.
- Ability to travel within Wisconsin and other states as necessary including overnight travel.
- Must possess a valid Wisconsin driver's license and proof of personal auto insurance meeting Wisconsin minimum requirements.
- Successful completion of all required background checks

Employee Acknowledgement

I have read and understand the written job description for the ABA of Wisconsin Treatment Center Supervisor position, and attest that I am fully able to perform all listed requirements in this job description. I am aware that a performance evaluation will be scheduled for 90 days following the acceptance of this position.

Employee Name (Please print)

Employee Signature

Date

Supervisor Signature

Date