



409 Ayers Street  
Memphis, TN 38105  
901.467.0122

## **RECUPERATIVE CARE OVERNIGHT SUPERVISOR**

HOURS: Full-time, 40 hours per week (Monday - Friday, 11pm-7am)

SUPERVISOR: Recuperative Care Director

**JOB SUMMARY:** The Recuperative Care Overnight Supervisor works as a member of a multi-disciplinary team providing intensive case management and care coordination for medically vulnerable adults facing homelessness upon discharge from the hospital. The team is focused on working with partner hospitals and referring agencies to provide for the acute and ongoing medical care for patients, providing short-term supportive housing, crisis management, referral to appropriate substance abuse, physical health, and mental health treatment, access to benefits and entitlements, appropriate and affordable housing, as part of a comprehensive approach to ending homelessness and achieving self-sufficiency.

### **DUTIES AND RESPONSIBILITIES:**

- Provide supervision of all Recuperative Care guests and monitor facility
- Respond to guest needs if any, during overnight hours
- Answer after hours phone calls, including emergency needs from Host Congregations - may delegate to on-call staff if site response is needed
- Ensure the safety of the guests at all times
- Exercise good judgment and remain calm when called upon
- Follow Policies and Procedures of Recuperative Care Program
- Respond to emergency medical situations as needed, complete pre-hospital care reports and incident reports when necessary.
- Assist breakfast/morning crew if needed.
- Adhere to all state and federal privacy regulations, including HIPAA regarding confidentiality, privacy, and security. Support compliance with all privacy and security requirements pursuant to community partners and outside providers patient confidentiality agreements. This includes immediately reporting any breach of protected health information or personal identification information.
- Attend all mandatory trainings in a timely manner.

### **DESCRIPTION OF OTHER DUTIES:**

- Help patients seek opportunities for further treatment, care and services within the community.

- Update Recuperative Care Director regarding any issues or needs with the guests
- Report any Host Congregation calls to Guest Services Coordinator
- Work with Recuperative Care Director to ensure quality care for patients in Recuperative Care, including helping to identify psychological, social and medical needs.
- Participate in compliance, quality assurance and quality improvement activities as directed.
- Perform other duties as assigned.

#### Physical Requirements:

The requirements described here are representative of what must be done to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job function.

- Regularly required to sit, walk, stand, bend, and stoop to access information and materials in file cabinets shelves and closets
- Normal range of hearing and vision is required in this position with or without correction
- Must be able to work with background distractions
- Frequently requires use of equipment such as telephone, copiers, computers and fax machine
- Ability walk up stairs

#### Personal Characteristics:

- Demonstrated ability to work effectively and collaboratively with a culturally diverse population of guests, other care providers, family and community members
- Ability to work collaboratively as a member of a team
- Ability to work as an effective advocate for guests
- Organized and detail oriented
- Ability to function under pressure
- Ability to be flexible, open and responsive to crisis management

#### Qualifications

- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders, including staff, board members, external partners and donors
- Expert level written and verbal communication skills
- Demonstrated proactive approaches to problem-solving with strong decision-making capability

- Emotional maturity
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion, be adaptable to various competing demands, and demonstrate the highest level of customer/client service and response
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions

Education and Experience Requirements

- Bachelor’s Degree required; Master’s preferred
- Minimum 5 years of experience with at risk members of the population

This job description is not meant to be a complete listing of professional duties or responsibilities.

Executive Director reserves the right to amend any job description and/or procedures. Every effort will be made to notify employees of changes within a reasonable amount of time.

My signature below indicates that I have read and understand what is required of my position.

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Employee Acknowledgment of Receipt

Date

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Immediate Supervisor

Date

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