

**STARRY, INC.**  
Position Description  
**TEAM SUPERVISOR**

**POSITION ASSIGNMENT**

**Position Title:** Team Supervisor

**Company:** STARRY

**Status:** Full-Time, Exempt

**Reports to:** Director of Family and Youth Services

**STARRY Vision:** We envision a Texas where every child has a healthy, forever family.

**STARRY Mission:** We nurture children, strengthen families, and restore hope through counseling, fatherhood and family preservation services.

**STARRY Core Values**

<b>S</b> Service	World-class service is our passion.
<b>T</b> Together	We are stronger together.
<b>A</b> Access	Everyone is welcome here.
<b>R</b> Responsibility	Shared ownership produces successful outcomes
<b>R</b> Relationships	Healing happens when people feel safe, secure and loved.
<b>Y</b> You	Our clients, community, stakeholders and staff are our priority.

**POSITION SUMMARY**

The Team Supervisors manage their individual STARRY office and its staff. Team Supervisors support the STARRY FAYS Program by guiding, directing, and encouraging staff while also holding them accountable to agency and contract expectations. This role is essential in maintaining a healthy and positive environment with both staff and the clients served. This role manages client needs and employee issues as well as potential conflicts that may arise within the office. The Team Supervisor oversees employee performance and implements disciplinary action, as well as praise. This role reports to Director of FAYS and works collaboratively with Directors, Operations, and other Team Supervisors.

**KEY RESPONSIBILITIES**

**SKILL BASED COMPETENCIES**

**Provide leadership for the following:**

- Supervise all staff, including but not limited to their interactions with clients, with one another, and with the community
- Manage all personnel issues (with the Director of FAYS as needed for support and HR guidance)
- Engage in community coalitions, collaborative groups, and initiatives to represent STARRY
- Participate in evening and weekend events as needed

- Help maintain office's social media page in a timely and professional manner as needed
- Hold staff accountable to work expectations: 38% face-to-face billable time, paperwork completed correctly and on time, counties served, outreach and groups conducted, UCAP events conducted, positive work attitude and able to maintain positive working relationships
- Maintain documentation for specific grants and PEI contract expectations (Quarterly Reports)
- Oversee corrective action, memos, and all other hiring and termination procedures with guidance from Director of FAYS
- Meet service goals of an average of 8 sessions per week (unless lowered due to a higher amount of interns)
- Navigate employee conflicts and client complaints
- Provide support, coaching and guidance to staff during crisis situations with clients
- Provide in-person crisis intervention services as needed
- Meet with staff one on one for coaching opportunities and support when needed
- Supervise Interns/Volunteers and/or collaborate with other fully licensed staff in office to provide supervision
- Help to meet the needs of staff, utilizing a balance of structure and nurture
- Approve staff's requests for leave, staff's biweekly timesheets and ensure staff are maintaining contract expectations on State timesheets
- Check paperwork quality before end of month billing is submitted to ensure there are no mistakes
- Looks for trends in culture and finds way to navigate to a positive work environment
- Run team meetings by creating agenda, managing time and producing minutes
- Achieve and maintain NFSN Standards and implementation

## **KEY REQUIREMENTS**

## **QUALIFICATIONS**

- Education: Master's Degree and full licensure in Counseling or Social Work preferred. Combination of FAYS experience, education and licensure can be considered on a case-by-case basis.
- At minimum, 3 years of experience in Social Services field
- Excellent communication skills, both verbal and written
- Excellent interpersonal skills emphasizing a family-centered and collaborative relational style
- Good problem solving and decision-making skills
- Capable of maintaining a flexible work schedule
- Must be self-motivated with good organization and time management skills
- Commitment to Trauma-Informed Care
- Must possess good written, verbal, social media, and electronic communication skills
- Able to organize, file, and retrieve information

- Flexible and adaptable, able to make changes as needed to meet expectations
- Very strong attention to detail
- Able to operate office machines (e.g. copy, telephone, transcriber, fax)
- Must be computer literate with ability to maintain records electronically
- Attention to detail is essential as well as ability to multi-task and effectively prioritize work
- Demonstrated commitment to high professional ethical standards and diverse workplace
- Excels at operating in a fast-paced, team-oriented work environment
- Strong commitment to the mission and vision of STARRY
- Reliable transportation
- Approved criminal background report. Able to satisfy all applicable requirements, DFPS standard requirements and have good problem solving and decision- making skills.

**PHYSICAL REQUIREMENTS**

- Ability to travel regularly
- Normal office work

**WORKS COOPERATIVELY WITH:**

(1) Director of FAYS; (2) Team Supervisors; (3) Program Staff (4) Client Services Specialists; (5) Other Directors

**ACCOUNTABILITIES**

- Reports to the STARRY Director of FAYS

*I understand that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this position. This document does not create an employment contract, nor does it modify the at-will employment status of all employees. I have reviewed the job description for the position of Team Supervisor for STARRY and can perform the essential functions required. I have received a copy for my records.*

Received by: \_\_\_\_\_  
Signature

\_\_\_\_\_ Date

\_\_\_\_\_ Print Name