

## Special Attendant Supervisor

Role: 005MB0 - Special Attendant Supervisor

### **A Day in the Life:**

The essential functions of this role are as follows:

- Monitor de-escalation techniques ensuring the staff are following the principles of de-escalation and re-direction for prevention of restraint and management of behavior.
- Attend all patient admissions to ensure patient programming.
- Assist on the unit with patient care and patient programming.
- Escort residents to and from various activity and therapy areas within building and off-grounds for medical, dental or legal needs ensuring maximum security.
- Observe, report, and record the condition and behavior of residents.
- Demonstrate and monitor staff to ensure therapeutic interventions using the principles of de-escalation, re-direction and approved techniques for prevention and management of behavior.
- Assist in the development and monitoring of special attendant patient programming.
- Assist in implementation of resident's treatment plan including giving medication.
- Ensure security of residents and maintains orderliness which occasionally requires restraining unruly, dangerous residents.
- Secure doors, search visitors, operate radio system, issue keys, and escort visitors to various areas of unit.
- Conduct searches of patients rooms, searching for possible contraband and ensure the safety of each patient.
- Participate in process improvements for the facility.
- Recruit, select, onboard, and train employees to ensure role responsibilities and expectations are clearly understood while providing opportunities to continue professional development.
- Set expectations, measure progress, provide ongoing feedback, and evaluate the performance of employees. Ensure work adheres to quality standards, deadlines, and proper procedures.
- Workday attendance at assigned worksite(s) is an essential function of this position.

The job profile is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

### **What You'll Need for Success:**

You must meet the following requirements to be considered for employment:

- High School Diploma or High School Equivalency (HSE)
- 2 years of successful work experience in a hospital setting
- Knowledge of basic computer skills.
- Certified or willing to become certified in professional rescuer CPR/AED.
- Excellent interpersonal & communication skills.
- Specialized knowledge of, and ability to apply, psychiatric nursing care practices including administering medications.
- Specialized knowledge of, and ability to apply, behavior modification, self-defense and restraining techniques as needed without injury to residents.

- Working knowledge of residents behavior and ability to anticipate and deal with behavior changes on a daily basis.
- Working knowledge of institution and unit procedures.
- Ability to perform and assist residents in performing housekeeping duties and daily living activities.
- Ability to follow directions.
- Ability to write reports and keep records and charts accurately.
- Ability to respond effectively in emergency situations and to control adverse behavior
- Ability to delegate work, set clear direction, and manage workflow
- Ability to effectively give feedback, provide guidance or corrective action, coach, and develop employee skillsets
- Ability to be on high alert for your entire shift, up to 16 hours
- Must be able to work overtime as needed.
- Able to perform essential functions with or without reasonable accommodation.

### **Supervisory Responsibilities/Direct Reports:**

This role may be utilized in a supervisory capacity based on agency needs.

### **Difficulty of Work:**

Your work is mostly routine, requiring the application of specialized knowledge relative to staffing, collecting, and monitoring data, as well as providing feedback to employees and maintaining unit security. The Special Attendant Supervisor would work under the license of the Registered Nurse. You would consult the Assistant Director of Nursing, Nurse Supervisor, Director of Nursing, Service Line Manager or policy/procedure manuals for questions.

### **Responsibility:**

Your work is mostly routine, requiring the application of specialized knowledge relative to staffing, collecting, and monitoring data, as well as providing feedback to employees and maintaining unit security. The Special Attendant Supervisor would work under the license of the Registered Nurse. You would consult the Assistant Director of Nursing, Nurse Supervisor, Director of Nursing, Service Line Manager or policy/procedure manuals for questions.

### **Personal Work Relationships:**

A high level of judgement and effective communication is required during times of contact with residents or incarcerated individuals.

Residents or incarcerated individuals may have family, friends, community partners and/or other interested parties come to the facility requesting information or to visit with the person according to policies and procedures.

Partnership with relevant public agencies, federal, state & local governments and/or community leaders may be required.

This position will communicate directly with children and families on a regular basis.

**Physical Effort:**

Depending on the duties performed or environment setting, frequent walking, standing, climbing stairs or ladders, bending, stooping, pushing, pulling and/or similar movements may be involved.

**Working Conditions:**

This role may experience periods of high stress and/or pressure.

This role performs work in a state operated hospital facility.

There is potential for exposure to infectious diseases in this role.

This role requires a high level of attention and safety due to work activities having risk of injury or loss of life.

**Competencies**

- Developing Talent
- Managing Performance
- Establishing Relationships
- Communicating Effectively
- Critical Thinking
- Displaying Technical Expertise

**Last Updated (By and Date)**

N.Mamgain 10.4.2024 (Rewrite Complete 4.22.22)