



# Example of Program Supervisor Job Description

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Our company is looking to fill the role of program supervisor. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for program supervisor

- Participate in a range of administrative duties including staff hiring, training, scheduling and oversight
- Perform all duties of Direct Care employees and provides emergency coverage when needed
- Acts as liaison and primary contact person for designated caseload in order to coordinate relationship between client, family, community agencies and day/vocational sites
- Provides case management reviews and case supervision
- Establishes on-call duties and supervises on-call staff
- Supports compliance and execution with Operations Best Practices, internal controls and/or complex administrative procedures
- Applies knowledge of complex operational best practices and procedures to daily activities
- Provides expertise on claim assignment processes and acts as liaison with Care Center on behalf of department
- Responds to customer inquiries quickly, accurately and in a professional manner
- Bilingual (French) is a definite asset

## Qualifications for program supervisor

- Detailed knowledge of EB organizations, policies and procedures
- Applicants must be able to travel regularly between New London and Groton

- Proficiency in Microsoft Office (incl
- Resolution of day-to-day programmatic issues / decisions in support of ship construction and ship certification including addressing customer questions and concerns
- Provide direction / guidance to Groton waterfront production and test organizations regarding funding and authorization of work during new construction or PSA including management of cost and schedule performance