## **Leader Standard Work - Investigations Program Supervisor**

pdated: 03/10/2021	Week 1 Week		eek						Week 4					Week 5								
Daily Activities	М	T	W	Т	F	М	Т	W	Т	FN	ИΙ	· W	T	F	М	Т	W	Т	F	M 1	ΓW	T
Review prior day/weekend reports requiring follow-up																						
Review activities and assign follow-up actions as needed																						
Address client concerns (phone calls, walk-ins, Ombudsman, FAO)																						
Review and assign reports then schedule PC time with staff																			T			1
Update Supervisor Safety Kanban Log																			T			1
Create and update Supervision Documentation at PC staffing																			T			1
Staff and document (Investigation Supervision Tool) at discussion points																			T			
Track PC and Sufficient Information first pass yield for huddle																			T			
Staff urgent case circumstances and removals																			T			
Hotline Communication Review as needed																			T			
Check action request/status communication and report screen																			T			
Review and respond to all incoming correspondence																			T			1
Review court reports when received																			T			
Participate/support Team Decision Making meetings as needed																			T			
Update Transfer Board and notify Transfer Board Owner																			T			
Follow Court Authorized Removal Applications through completion																			T			
Review and sign travel claims as needed																			7			1
										1	1			1					1		$\top$	T

Day of week	Weekly activities	Week 1	Week 2	Week 3	Week 4	Week 5
	Update Huddle Board and Process Adherence data					
	Review countermeasures to prepare for Huddle Board Meeting					
	Conduct Unit Huddle Board Meeting					
	Ensure supervision discussions are scheduled for the following week					
	Collect and provide data to PM (i.e. safety decisions and clinicals)					
	Review Tableau, assign follow-up actions as needed (i.e. overdue, response)					
	Follow up on closures, transfers, overdues, and deadlines from prior week					
	Attend supervisor section meeting (2x a month)					
	Participate in Section Huddle Board Meeting					
	Conduct scheduled supervision stattings					
	Observe and mentor Specialists in the field and in court					
	Verify pre-approval for overtime					
	Review and approve timesheets (every other week)					
	Follow up on current/outstanding HR/employee issues					
	Review AFCARS errors and assign follow-up actions as needed					
	Verify all staffings are documented on tracking tool and investigation tool					
	Validate all onboarding activities occurred and New Specialists Trainee					
	Learning Track is completed					



## **Leader Standard Work - Investigations Program Supervisor**

Week of	Monthly Activities	Status		Follow Up/To	Do Items		For	Who	Due	Done
month	•	Status		TOHOW OP/ TO	DO ILCIIIS		101	VVIIO	Date	Date
	Conduct unit meeting & unit group supervision									
	1:1 coaching with each direct report (enter in MAP)									
	Complete 22 week trainee performance evaluations									
	1:1 with Program Manager									
	Attend community/provider meetings (as applicable)									
	Check/take action on excess leave for direct reports									
	1:1 coaching session with Supervision Coach									
			•							
Month of	Overstank, Astritica	Chahua								
Quarter	Quarterly Activities	Status								
	Attend Region Supervisor Meeting									
	Attend Sectionwide Meeting									
						4 1:1 5				
			Name		Monthly 1	orts	1 144 1 . 4	344		
# of			Name			week 1	Week 2	week 3	week 4	Week 5
	Annual/Bi-Annual Activities	Status								
Month(s)										
	Complete War Evaluations (allitually of as fleeded)									
	I	1	<b>.</b>				ļ.		ļ.	<u> </u>