## Leader Standard Work - Ongoing Program Supervisor

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Updated: 03/10/21	Wee		Week 1				Week 2				Week 3					Week 4					Week 5			
Daily Activities	Μ	Τ	W	Τ	F	Μ	Т	W	Τ	F	Μ	T۱	N .	Т	FI	Μ	T۱	N	ΤI	FI	VI 1	. M	/ T	F
Check action request/status communication and report screen																								
Check activities and assign follow up actions as needed																								
Review and respond to all incoming correspondence																								
Staff urgent case circumstances and meet with specialists as needed																								
Review and assign all case transfers as needed																								
Review and approve/deny service referrals-provide for upline approval as needed																								
Review court reports, court orders, and minute entries as needed																								
Review and approve FFAs as needed																								
Participate/support Team Decision Making meetings as needed																								
Address client concerns (phone calls, walk-ins, Ombudsman, FAO)																								
Review Transfer Board																								
Review and sign travel claims as needed																								
Respond to Title IV-E inquiries																								
Follow Court Authorized Removal Applications through completion																								
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Day of	Weekly activities	Week 1	Week 2	Week 3	Week 4	Week 5
week	•					
	Update Huddle Board and Process Adherence data					
	Review countermeasures to prepare for Huddle Board Meeting					
	Conduct Unit Huddle Board Meeting					
	Ensure supervision staffings are scheduled for the following week					
	Conduct scheduled staffings using Supervisory Case Progress Review					
	Collect and provide data to PS (i.e. case plan staffings and clinicals)					
	Review Tableau, assign follow-up actions as needed (i.e. case plan compliance)					
	Update/review court data/log					
	Review and respond to FCRB inquiries					
	Participate in Section Huddle Board Meeting					
	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					
	Review and clean up more information requests in JAX					
	Roll up clinical completion data to PS					
	Gemba kanbans for the purpose of problem solving					
	Validate all onboarding activities occurred and New Specialist Trainee Learning					
	Track is completed					

Week of month	ſ	Monthly A	Activities			Status	Follow Up/To Do Items	For Who	Due	Don
	Conduct unit meetir	ng & unit g	group sup	ervision					Date	Dat
	1:1 coaching with ea	ach direct	report (e	nter in M	AP)					
	Complete 22 week t		rformanc	e evaluat	ions					
	1:1 with Program M	anager		, <u>.</u>					_	
	Attend community/ Check/take action o	provider r	neetings	(as applic	able)					
	Attend case plan sta	ffings (1 9	eave for o	ner mont	orts h)					
	Ensure completion of	f Clinical S	upervisio	n on requi	red cases					
	1:1 Coaching Sessio	n with Sup	pervision	Coach						
Month of										
	c c	Quarterly	Activities			Status				
Quarter	Attend Region Supe	rvisor Me	eting							
	Attend Sectionwide	Meeting	0							
# of Month(s)	Annu	al/Bi-Ann	ual Activ	ities		Status				
	Complete MAP eval	uations (a	innually c	r as need	ed)					
	Monthly 1:1	with Dire	ect Repor	ts						
Name		Week 1	Week 2	Week 3	Week 4	Week 5				
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