

# Host Site Supervisor Responsibilities





## INTRODUCTION

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Site Supervisors play a critical role in providing support, supervision, and on-the-job training to members at their site. RISE AmeriCorps understands how vital this role is to the success of our program. Let us be the first to thank YOU, Site Supervisors, for taking on this role within your site. We are grateful for the time and energy you will commit this program year to ensuring RISE AmeriCorps is successful within your organization. Thank you!

## RESPONSIBILITIES

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This section outlines the responsibilities and duties of the Site Supervisor in providing supervision to the member at the service site. The Host Site Agreement (“HSA”), completed prior to the beginning of the year by a staff member of the service site, typically the Site Director, outlines Site Supervisor Responsibilities. For more information about the Site Supervisor Responsibilities, refer to the HSA.

**TIME COMMITMENT** Site Supervisors dedicate at a minimum, 5 hours per member, per week, plus training time, to RISE AmeriCorps. These numbers are a guideline based upon time reported by Site Supervisors. It may take more than this time commitment in the first month of service term to ensure the program and member is up and running. This time commitment is critical to the success of RISE AmeriCorps, members, and participants.

### **SIGN-IN AND SIGN-OUT PROCEDURE**

Site Supervisors can set-up a system for members to sign-in and sign-out every day. If using a sign-in sheet, Site Supervisors should clearly communicate to the members where the sign-in sheet will be located, and the expectation is that the member will sign in and sign out each day. The sign-in sheet is a tool to help the Site Supervisor verify the hours the member served before approving a time sheet. It is also a good strategy in holding the member accountable to his or her daily schedule. Service on weekends and holidays requires prior approval from Program. AmeriCorps members cannot serve more than 12 hours in a day, 120 hours in a two-weeks period, and 200 hours in a month without prior approval from Program.

## **SETTING A MEMBER'S SCHEDULE**

Site Supervisors are expected to provide each member with his or her daily schedule at the site. A Site Supervisor should clearly articulate to the member what time he or she is expected to arrive and depart each day, and what time she or he should eat lunch. The weekly schedule should allow a full-time member the ability to serve a minimum hours per week required to meet their RISE hours per term.

## **SUPPORTING MEMBERS IN COMPLETING SERVICE HOURS**

Members must serve a minimum number of hours each week during their service to successfully complete their term of service to earn their education award.

The concept of serving a total number of hours is very different from traditional employees or volunteers. The member is not granted any set number of "sick" or "vacation" days, which therefore requires careful and thoughtful planning at the beginning of the year to ensure the member is set-up to successfully serve the minimum number of hours required. Site Supervisors are expected to support their members in service hours by: Ensuring members have the opportunity to serve the minimum number of hours during the service term, given site closures, holidays, and anticipated sick days Monitoring the total time served throughout the year to ensure the members are on track and checking in with the members on a frequent basis about their hours Supporting the members to find additional opportunities to serve hours outside of their service site (if necessary).

## **TELEWORKING/WORKING FROM HOME FOR MEMBERS**

Members must receive approval from their host site supervisor for the hours they plan to work from home. These hours should be documented by the site supervisor internally and communicated with the RISE program staff.

## **PROVIDING AN ONBOARDING TO THE SITE**

Site Supervisors are expected to conduct a Site Onboarding with the member at the site. Site Supervisors help ensure program success by supporting members beginning on their first day at the site. It is a best practice to set clear expectations early to avoid having to reverse course later if professional or performance issues arise. The plan on the following page is a checklist of everything that should be covered during the onboarding. Site Supervisors should also share their site-specific employee handbook with the members. This document provides helpful context as to the expectations of staff in the site building.

## **REQUIRED TRAINING SESSIONS**

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RISE AmeriCorps training sessions address the core skills and knowledge that are fundamental to the programs. It is a requirement for the Site Supervisor to attend training to have a clear understanding of the RISE program models and to provide coaching to the member. This includes the mandatory 6-week training provided through the Canvas training platform. This averages to 2-3 hours a week for your members' first 6 weeks of service.

*Additional training may be required for members or Site Supervisors participating in pilot programs. If a member or Site Supervisor/site are participating in a pilot, they will be informed by their Program Manager.*

### **Training Schedule**

Site Supervisors and members are responsible for ensuring that they have scheduled all applicable required training sessions on their personal and site calendars.

### **Training Attendance**

Attendance at RISE training is required. If a Site Supervisor or member is unable to attend, they must notify their Program Manager who will give instructions about making up the training.

Site Supervisor assistance and accountability may be necessary for members who miss training and need to make it up.

### **Training Behavior**

Training attendees are expected to arrive at training sessions on time, be alert, limit cell phone use, and be respectful of the trainer and other attendees. We strive to create a safe learning environment for all attendees and trainers. If attendees are found to be disruptive, they will be asked to leave and make-up the training.

### **Training Costs**

RISE AmeriCorps reimburses Site Supervisors and members for mileage to attend required training sessions.

## **REVIEWING AND APPROVING TIMESHEETS**

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It is the responsibility of the Site Supervisor to review and approve time reported on the member's online time sheet in OnCorps once every two weeks. If time sheets are not submitted and approved, the member's living allowance payment will be withheld until all timesheets are submitted and approved.

### **How to Approve Time Sheets**

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When the member submits a timesheet for approval, the database will automatically send an email asking you to approve the timesheet. Click on the link in the email to go to OnCorps to review the time sheet. Further instructions are included below:

1. Go to OnCorps <http://ia.oncorpsreports.com/>
2. Select the current program year and click 'submit'
3. Find the correct program name
4. Click 'Site Supervisor' and enter your username and password. Use the 'Forgot your password' box for help, or if you forget your username or program name, contact your Program Manager.
5. Under 'Time Tracking', click 'Member Timesheets'
6. Select the time period and click 'choose'
7. If you agree with the member's time sheet, check the box "I have reviewed and approved this time sheet." Click submit. If you disagree with the time sheet information or find an error, the time sheet can be rejected. **DO NOT USE COMMENT SECTION.** If any comment is needed, you can email to the member directly. If the Site Supervisor does not approve a member's time sheet by the deadline, the member will not be paid on time.

## MANAGING PERFORMANCE ISSUES

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**Who is responsible for responding to performance issues?** Site Supervisors are responsible for responding to and managing any member performance issue(s) that may arise during the year. Site Supervisors and Program Managers should work together in enacting the discipline procedure. Site Supervisors and other partner staff do not have the authority to terminate a member.

### **See an Issue? Take Action!**

Site Supervisors should respond immediately to any member performance issue. It is best to address problems when they are small and resolvable, before they turn into bigger issues! If a member is not meeting expectations, the Site Supervisor should address it with the member immediately and then email the Program Manager with objective information about the issue.

Here are some guidelines to follow in addressing a performance issue:

#### *Step 1 - Communicate about Performance*

Communicate openly with the members about their performance. If their performance is not meeting expectations, it is the responsibility of the Site Supervisor to inform the member. Document all communication about any failure to meet expectations. If a Site Supervisor needs to have a conversation about performance, the steps outlined below can serve as a helpful guide.

1. State what you've observed. Share the facts.
2. Wait for a response.
3. Remind the member of the goal and impact of their actions.
4. Ask for a specific solution.
5. Agree on the solution.

### *Step 2 - Gather Documentation*

Gather objective documentation about the incident leading to the offense. For example, if a member is being disciplined for chronic tardiness, ensure documentation (sign-in sheet) exists to show the number of times the member has arrived late.

### *Step 3- Consult with Program Manager*

Communicate with the Program Manager about the incident.

### *Step 4- Enact the Discipline Procedure*

In collaboration with the Program Manager, enact the discipline procedure. The discipline procedure of the program, not the discipline procedure of the service site, will be followed in the event it is needed. See the Member Service Agreement for the discipline procedure.

### *Step 5 - Submit Documentation*

Submit documentation about the member's performance to the Program Manager to put in the member's file. Dependent on the severity of the violation, the Program Manager, with the support of the Site Supervisor, will take appropriate action. The Program reserves the right to enact the disciplinary procedure at its discretion and to deviate from this policy.

## **CONDUCTING MID-YEAR AND END-OF-YEAR PERFORMANCE EVALUATIONS**

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Feedback is the breakfast of champions. Members will receive frequent feedback from their Site Supervisor through regularly scheduled 1-1 meetings. In addition to this ongoing feedback, twice a year, Site Supervisors will conduct and submit mid-year and end-of-year member performance evaluations for each member that are comprehensive of previous and current feedback and affirmations. Performance evaluations are an opportunity to provide a member with objective, timely, and relevant feedback and affirmations.

Mid-year and end-of-year evaluations are completed in DocuSign. The Site Supervisor and member will both sign the evaluation electronically. In addition to being a piece of the member's professional development, the evaluation is a Corporation for National and Community Service and AmeriCorps requirement. Reminder emails and instructions for completion will be provided by Program Managers to Site Supervisors and members.

- Members can expect to be evaluated on areas including, but not limited to the following
  - Attendance and Timely Arrival

- Communicating Absences Appropriately and Timely
- Quality Employment and/or Academic Support
- Job Placement and/or Academic Success
- Program Model Adherence
- Service Hours Progress Respect, Sensitivity, & Working Relationships

## **PROGRAM SURVEYS**

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We value your opinion! Program surveys collect feedback from members and Site Supervisors several times each year. RISE AmeriCorps uses the feedback provided by members and supervisors on these surveys to make our programs stronger. In addition to valuing member and Site Supervisor feedback, the program specific survey is a Corporation for National and Community Service and AmeriCorps requirement.

## **RISE in Review**

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RISE AmeriCorps Site Supervisors will receive weekly email newsletters from their Program Director called RISE in Review. Important program updates, reminders, and applicable resources shared. Site Supervisors are expected to review this email and respond, if necessary, in a timely manner.

## **FREQUENTLY ASKED QUESTIONS ABOUT SUPERVISION**

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### **Does the member need a computer?**

Yes. The site must provide the member access to a regularly updated computer with Internet access for RISE related purposes (i.e. completing timesheets, entering participant data, checking emails, etc.).

The computer used by the member must have a modern web browser besides Internet Explorer installed, as the data management system used for program data entry does not function well on Internet Explorer; recent releases of Chrome or Firefox are the preferred web browsers. Any firewall software in use must permit unhindered and unrestricted access to all websites necessary for completing required program tasks and reviewing online Opportunity Corps & Recovery Corps support and training materials.

If the host site cannot provide, please let RISE know right away. We may be able to support your site to access appropriate technology.

**What type of workspace does the member need?**

The member needs a reasonable workspace to prepare for meetings with participants and a locked drawer to store confidential participant data if collected. Additionally, the site should provide reasonable and quiet space for members to work with individual participants during the day.

**Will the member need a site-assigned email address?**

Yes. It is helpful if members have a site-assigned email address.

**Will the member need a name badge?**

The site should provide the member with a site name badge, if required according to the personnel policies of the service site.

**Should I give my member a copy of our site's employee handbook?** You should determine if the content of the handbook would be helpful – it usually is. In addition to abiding by the policies of RISE AmeriCorps, the member is also expected to abide by certain policies of its service site, including its code of conduct and dress code.





## HOST SITE SUPERVISOR QUICK SHEET

### ONBOARDING

All required background and citizenship status check must begin minimum 3 weeks prior to the projected start date. If citizenship and background check requirements are not complete, it may result in a delay to the member start date.

### TRAINING

Members must attend the first day orientation, Life After AmeriCorps, and complete the 6-week mandatory Canvas training to successfully exit the program and be eligible for the educational award. Additional training may be required for members or Site Supervisors participating in pilot programs.

### TIMESHEET

Site supervisors must review and approve member timesheets in the OnCorps timekeeping system upon submission. By approving the timesheet, site supervisor certifies all AmeriCorps member service, and training hours as true and correct and ensures hours do not include any service activities prohibited as defined in the Host Site Agreement.

- Any service on weekends requires prior approval from Program
- Any activity on federal holidays requires prior approval from Program
- AmeriCorps members cannot serve 12 hours in a day, 120 hours in a two-week period, and 200 hours in a month
- Training hours cannot exceed more than 20% of the total service hours

### COMMUNICATION

Regular communication regarding member performance issues is required such as tardiness, unprofessional language, or violation of Host Site policies. Following items require a written notification to the program manager within the outlined timeline.

- Report within 24 hours - Any injury, prohibited activity, grievance requests, behavioral issues that require immediate dismissal such as arrests or harassment, unauthorized absence.
- Within 2 business days - Any behavior issues that require disciplinary action, request to be exited from Program, any changes in members service activities.

### REPORTING

Site supervisors are expected to submit monthly Impact Data report, Midterm evaluation (1700-hour, 900-hour term only) by March, and End term evaluation within 7 days of members exit date.