

## **NYCHA Health Corps**

### **Direct Supervisor Expectations:**

- Provide member(s) with direct supervision which includes leading on-site orientation sessions, providing adequate on-site training for the position, holding weekly check-ins with each member assigned, and leading mid- and end-of-term evaluations
- Provide member(s) with technology and full-time workstation access for the duration of the service term
- Attend mandatory Supervisor Orientation and three Supervisor Trainings throughout the service term
- Uphold the rules and policies as outlined in the partnership agreement and the supervisor handbook including, but not limited to, AmeriCorps prohibited and unallowable activities
- Ensure members are fulfilling the responsibilities listed on the Position Description and inform NYC Service/NYCHA staff if there are any proposed changes to their core responsibilities
- Coach members throughout the year to promote their personal and professional development
- Proactively communicate and document member performance issues that may lead to the creation of a performance development plan
- Follow procedures around the creation and implementation of member performance development plans, if required to create one
- Provide member(s) with any additional rules, standards, and resources of the host site
- Approve America Learns member timesheets each Monday by 5pm
- Verify member reported data each month by 5pm on the Friday after members submit
- Maintain data records for all performance measure data throughout program year and for at least three years after
- Allow members to attend each mandatory learning and development days
- Approve any member pre-planned absences in the time frame established by the host site supervisor (at least one week is standard in the member handbook)
- Set site-specific policy for member communication in cases of illness, tardiness, or emergencies
- Respond in a timely fashion to all NYC Service/NYCHA requests