

**HOPE HAVEN
JOB DESCRIPTION
PROGRAM MANAGER
RESIDENTIAL SERVICES**

CLASSIFICATIONS:

This position is an administrative staff position. Status is full-time, salaried and FLSA exempt. The Director of Programs supervises this position.

PRIMARY PURPOSE:

The primary duty is to oversee and manage residential services (Community Residential Alternative and other 24/7 residential arrangements) to promote personal growth and community integration and ensure adequate personal care, as well as provide human services and case management.

PRINCIPAL ACCOUNTABILITIES:

This position is accountable and reports to the Director of Programs and is accountable to the individuals, individuals' representatives, direct support staff, wellness coordinator(s) and other administrative staff. This position is principally responsible for supervision, service coordination, community networking, and being a liaison between individuals and staff and between director support and administrative staff.

JOB RESPONSIBILITIES AND PERFORMANCE STANDARDS:

Responsibility Number 1: 50%

Manages and supervises all aspects of residential services

Performance Standards:

- Provides all supervision, performance evaluation and monitoring, and disciplinary actions for all assigned staff
- Ensures that all program components meet any and all Federal, DBHDD, Regional Office, HFR, CARF, and agency P&P contract/waiver requirements
- Ensures acceptable record keeping system and procedures necessary for all required reports and records for the programs
- Arranges and participates in regular program staff meetings and ensures that minutes are taken and filed

- Arranges and provides (if necessary) adequate program coverage at all times
- Participates in planning processes and develops resources to ensure needed services for individuals and their families
- Ensures and provides necessary orientation and facilitates inservice training requirements for staff to promote their skill development
- Acts as a primary resource person for staff to ensure the provision of the best possible service

Responsibility Number 2: 30%

Provides oversight of all case management for all individuals in the programs and maintains and follows record keeping requirements.

Performance Standards:

- Provides linkages of assigned individuals to other agencies by identifying needed services and supports
- Facilitates outcomes by determining salient factors impacting individuals' well being and communicating them to appropriate individuals
- Confers with other staff members and therapeutic disciplines in difficult cases to agree upon service delivery
- Adheres to the programmatic and philosophical concepts in the provision of services
- Coordinates services, makes referrals, and follows up with other agencies as needed
- Follows all requirements regarding record keeping including DBHDD, CARF, and agency P&P
- Submits and completes all required records, reports, notes, and other written data in a timely manner
- Submits and completes all required records, reports, notes, and other electronic data in a timely manner
- Reports accidents/seizures/incidents clearly and accurately within 24 hours of occurrence or sooner

Responsibility Number 3: 10%

Responsible for development, implementation, and evaluation of program outcomes.

Performance Standards:

- Stays knowledgeable and keeps abreast of program outcome measures relative to position responsibilities and program areas
- Develops, implements, monitors, compiles, and evaluates results and changes outcomes as needed

- Responds appropriately to individual satisfaction data to most effectively meet individual needs and requests

Responsibility Number 4: 10%

Performs various other duties as requested or assigned.

Performance Standards:

- Participates in weekly management team and other meetings as required
- Provides leadership in administrative functions and other tasks in coordination with management team members
- Participates in the development and implementation of CQI-RM activities and requirements
- Provides transportation for individuals when necessary for activities or trips
- Participates in public relations activities and works with other agencies and groups as requested to provide presentations, speeches, etc.
- Attends individual activities when requested (e.g. potlucks, socials, etc.)

ESSENTIAL FUNCTIONS AND PHYSICAL REQUIREMENTS

(reasonable accommodations will be made if necessary):

Ability to use computer system

Ability to use office telephone system

Must have safe reliable transportation to get to work site as well as to transport individuals to appointments and community activities

Ability/means to communicate/document important information

Ability to maneuver steps and other barriers to some homes

Ability to assist with personal care tasks

Ability to perform CPR and First Aid

Ability and willingness to demonstrate physical competence in CPI Personal Safety Techniques and Restraints

Ability and willingness to lift up to 100 lbs. at least 4 times per day with adaptive equipment (e.g. when providing personal care to individuals or moving contract work) as well as the willingness and ability to move fully loaded work pallets and skids using adaptive equipment, as well as the willingness and ability to assist in lifting and transferring people up to 200 lbs.)

Ability and willingness to work in an open environment with noise, dirt, and fumes

Ability to hear, see, and communicate verbally within a level of basic understanding

Case management

Service plan development and implementation

Record keeping
Vocational training
Behavior modification
Assessment and evaluation of individual needs
Program outcome development, implementation, and evaluation

MINIMUM QUALIFICATIONS:

B.S. or B.A. in Psychology, Sociology, Social Work, Education, or closely related field

Developmental Disability experience or specialized training is required

Valid Driver's License and Vehicle Liability Insurance

Acceptable Motor Vehicle and Criminal Records reports

Pre-Employment Drug Screen

Reliable personal transportation