



Job Description Program Manager

Job Title:

Program Manager (PM)

Job Classification:

Category 2; Full Time

Job Requirements:

- Bachelor's Degree from accredited university or college plus one year of experience; or, an Associate's degree from an accredited university or college plus three years of experience; or, equivalent experience.

Purpose Statement:

Manage the delivery of services to individuals with developmental disabilities by supervising the individuals' supports, maintenance of assigned programs, and implementation of Individual Service Plans. Provide leadership and management of all regional employees; including but not limited to, Community Specialist, Community RN, Direct Support staff, Relief Support staff, and office staff.

Reports to:

Chief Operating Officer

Responsibilities:

- Serve as agency's executive regional liaison with all related federal, state and local agencies; including but not limited to, DMH Regional office, TCM entities, and Children's Division personnel.
- Provide professional oversight, observation, assessment, and documentation of services.
- Facilitate the planning, development and implementation of person-centered plans; develop individual goals and outcomes with supported individuals; coordinate and participate in individual plan meetings; monitor, document and report progress toward meeting outcomes; ensure that all needed supports are in place to meet outcomes; coordinates communication with other service agencies to ensure individual outcomes are met.
- Monitor personnel management, coordination of individual appointments and activities, facility maintenance and management of individuals' personal fund accounts.
- Manage personnel by interviewing, hiring, evaluating, supervising, and helping to develop the most qualified individuals to work as direct support professionals. Ensure payroll procedures are followed. Provide effective and efficient scheduling of staff to meet the needs and goals of individuals supported and provide on-call 24 hour staff assistance during emergencies.
- Recommend and assist with staff performance evaluations, coaching, and corrective action.
- Ensure that service requirements are met. Ensure current state licensing and certification rules and regulations, accreditation requirements and agency policies and procedures are followed. Monitor physical upkeep of service sites, vehicles and personal property; takes action to correct any concerns.
- Establish and implement program goals, arrange or provide staff orientation and training, directly supervise staff, maintain a quality assurance program, providing an environment that is conducive to the welfare of the service recipients and is in accordance with federal, state, local and organizational regulations.
- Coordinate, implement, and participate in direct support professional staff training and in-services by orienting new staff, scheduling staff for trainings, and maintaining training records.

- Manage, and implement program budgets; ensure programs stay within allocated budget, follow policies and procedures for procurement. Ensure financial records are complete, thorough and submitted in a timely manner. Complete audits of program and consumer finances to ensure monies are safeguarded.
- Develop and cultivate positive relationships with families and other stakeholders ensuring continued effective communication with said families and stakeholders.
- Assure frequent communication with the Program Director to apprise him/her of any concerns or observations that would require agency action.
- Other duties as may be assigned

Work Schedule:

Salaried position; Full Time