

**POSITION DESCRIPTION**

**Program/Department:** Residential

**Date Approved** 8/23/2023

**Position:** Program Manager

**Approval Signature:**

**Reports to:** Program Director

**Designation**  Exempt  Nonexempt- Non Bargaining Unit  
**Type**  FT  PT  Relief  
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**Job Summary:** The Program Manager will ensure that the services provided within their program(s) are in keeping with the standards established by the agency and the department. They must have an understanding of and commitment to the values of the organization, respecting individuals supported, their families, and the mission of the agency. They shall provide for the safety, health, and welfare of the individuals supported and, at the same time ensure the supports provided are to promote personal growth, skill acquisition, and community activities. Although there are times when this position will require hands on support for the individuals, the major focus is the supervision, instruction, and support of the direct support professionals.

**Expectations:** The Program Manager shall exhibit the following:

- **Communication:** Clear oral and written communication is an essential tool.
- **Decision-making ability:** The aptitude to extract, interpret, integrate and manage information correctly and make timely and concise decisions best for the program.
- **Problem solving:** The ability to approach issues by being proactive instead of reactive will help ensure program and individual objectives and goals are met.
- **Dependability:** Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- **Mentoring ability:** Providing timely guidance and feedback to help others strengthen knowledge and skills.
- **Time management:** Effectively managing one's time and resources to ensure that work is completed efficiently and in a timely manner according to deadlines.
- **Leadership skills:** Creates a vision for the team and communicates it in a way that motivates others to implement it. A leader understands and supports the organization's mission.

**Responsibilities:** The Program Manager shall:

- Ensure the adequate and timely provision of supports as identified in the ISP, IPOP, THERAP and the residential habilitation plan. Attend ISP, ITT, and staff meetings while actively promoting the principles of the mission and the person centered supports.
- Oversee and monitor the scheduling of the direct support professionals, in order to utilize time and resources effectively based on the individual support needs.

- Develop and maintain an effective working relationship with the individuals, residence supervisor, nurses, administrator, families and neighbors to ensure the continuous and timely provision of services.
- Ensure the facility, grounds, equipment and vehicles(s) are adequately maintained based on the established standards of the agency and regulatory agencies.
- Ensure the timely and accurate completion and maintenance of the documentation and agency files. This includes but not limited to: files of individuals supported,
- vehicle logs, medication administration, medical visits, incident reports and t-logs, progress notes, fire drills, plans of protective oversight, ledgers and self-monitoring tools.
- Monitor and ensure the provision of adequate and necessary training to staff to ensure understanding and consistent application of the principles of quality service provision, safety within the work environment, Core Competencies, Code of Ethics, and C.Q.L. This is to include mandated and specialized training.
- Monitor and supervise all budgetary expenses to ensure accuracy and fiscal compliance including but not limited to staff habilitation billing, payroll, individual's accounts, mileage reimbursement, food, and household shopping and clothing allowances.
- Provide direct oversight and on call responsibility for your program(s).
- Maintain routine family/advocate contact to promote open communication, relationship building, and problem solving.
- Perform Direct Support Professional duties in their absence as needed.
- Perform any other related duties as assigned by the Program Director or Assistant Executive Director of Residential Services.

Maintain valid licenses {including driving license, as applicable}, med certifications or any other credentials that are required or necessary to carry out the responsibilities upon and throughout employment.

**Qualifications:**

High School/GED required, Bachelor's Degree in Human Services preferred. Two years working with individuals with developmental disabilities preferred and two years of supervisory experience. An equivalent combination of education and experience will also be considered.

**Physical Requirements:**

Must pass Work Skills Assessment.

The above is a general statement of the expectations and responsibilities of the position. Other expectations and responsibilities may be assigned as required by the program, department or agency.

I have reviewed and understand the expectations and responsibilities as outlined above.

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Signature

X

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Print Name

X

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Date