

The Arc Greater Hudson Valley  
**POSITION DESCRIPTION**

**Program/Department:** Residential

**Date Approved** 8/22/2023

**Position:** Assistant Program Manager

**Approval Signature:**

**Reports to:** Program Manager

**Designation**  Exempt  Nonexempt – Non- Bargaining  
**Type**  FT  PT  Relief  
 Driver  Nondriver

**Job Summary:** The Assistant Program Manager is responsible for training/coaching/mentoring the Direct Support Professionals as they provide support and training of individuals with developmental disabilities to be as independent and productive as possible in their daily life and to be integrated into the community, including ongoing engagement with their family. They assist the Program Manager in the operation of the site(s).

**Expectations:** The Assistant 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 Assistant Program Manager shall:

- Assist the Program Manager in the operation of their assigned residential site(s).
- Ensures assigned site(s) operates within established fiscal parameters.
- Provides positive role model to DSP’s at their site(s).
- Effectively resolves problems related to the management of the assigned site(s) and/or seeks appropriate assistance from the Program Manager or Program Director or AED of Residential Services.
- Attends all required internal trainings to maintain competence in position and attends external training as directed or per request, for ongoing professional growth and development.
- Trains, mentors, coaches and supports the DSP’s at their assigned site(s).
- Assists the management team in the preparation of the weekly DSP schedule, maintaining minimum safe staffing ratios, and managing daily staffing needs, including coverage for medical appointments and community outings.
- Oversees DSP’s in the implementation of established habilitation plans and safeguarding document (IPOP) for each individual supported.
- Assist Program Manager to ensure that DSP’s maintain appropriate documentation records for each individual (including but not limited to: meal intake, medical monitoring, medication administration, HER notes, behavior notes, incident reports, etc.)
- Assist Program Manager with daily review of documentation to ensure that daily provision of services

for each individual and follows up on identified gaps/errors.

- Communicates with parents/guardians/advocates as needed, regarding the needs and status of the individuals supported.
- As assigned, securely manages the on-site Personal Allowance Funds for each individual, in accordance with Social Security and OPWDD regulations.
- Assists the Program Manager with the tracking and processing of disciplinary actions for DSP's position in order to maintain a high quality and effective team.
- Assist Program Manager with the completion of Core Competencies for DSP's, following the agency's format and timeframes.
- Complies with all federal and state regulations and agency policies pertaining to HIPPA, false claims, whistleblower policies and all others.
- Performs other duties and assumes other responsibilities assigned by the Program Manager, 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, Associates Degree preferred or an equivalent combination of education and experience required. At least one year working with individuals with developmental disabilities required.

**Physical Requirements:**

Must be able to 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.

X

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Signature

X

\_\_\_\_\_  
Print Name

X

\_\_\_\_\_  
Date