

Rose-Mary Center Manager

Directly reporting to the Project Manager with oversight from the Program Director. The Manager is responsible for providing support, guidance, quality assurance, and training to the Supervisors assigned to each group home in their core group. Primary responsibilities are to be the role model, ensuring that Supervisors and DSPs are providing exemplary care, are equipped, exceeding the standards of care and are fiscally responsible.

Duties:

- Responsible for the day-to-day operation of the Waiver Programs or ICF Programs according to established policies and procedures pertaining to individual care. This includes reporting unusual incidents and MUIs and providing necessary communication to peers, Directors, and Managers.
- Directly supervises the Direct Support Professionals in the performance of their duties. Ensure Supervisors are preparing and assigning the schedule to ensure proper individual care and efficient operation of the Group Home (i.e., shopping, laundry, cooking, cleaning, etc.).
 - Providing hands-on support and training to the Supervisors, as well as DSPs when necessary.
 - Acts as a role-model to the Supervisors and Direct Support Professionals.
- Completes all necessary record-keeping as assigned. Reviews Direct Support Professionals records to ensure they are maintained in accordance with established policies and procedures.
 - Investigates and trains, coaches then corrective action (when appropriate) for any discrepancies.
 - Ensures that all policies and procedures relevant to maintaining protection, client confidentiality and privacy are monitored.
- Provides quality assurance in the following areas:
 - Ensuring group assignments and rotations are occurring
 - Documentation
 - Safety
 - Housekeeping
 - Family style dining in ICF locations
 - Payroll for ICF locations and Service Log for Waiver locations
 - Drills
 - Budget
 - Overt-time and scheduling
 - Policy and procedure compliance
 - Maintenance and general upkeep of the home
- Scheduling, Staffing, and Payroll:
 - On-call for scheduling and emergencies during weekdays during the hours of 7:00 am – 11:00 pm for core group. Part of the on-call rotation with other Managers for weekends and holidays. Potential for on-call during other hours due to vacancies or changes.
 - On-call and oversees scheduling for DSPs in core group to ensure staff are scheduled and/or replaced.
 - Approve supervisor vacation requests, call-offs, payroll and overtime.
 - Work as Supervisor or DSP when needed.
 - Assists in the hiring of staff as requested. Interviews DSPs. Interviews Supervisors when vacancy occurs.
 - Ensures payroll matches position control. Oversees all changes to position control. Waiver – ensures the CPT and position control match and alerts Human Resources when a schedule change is necessary due to CPT and other relevant changes.
 - Ensures budgeted hours and scheduled hours match.
 - Completes Change of Status notifications as necessary.

- Ensures that all assigned employees complete the basic orientation program and that in-service education is scheduled and provided on an ongoing basis per Rose-Mary Center policy on all legally required matters including confidentiality and privacy.
- Training and Meetings:
 - Attends pertinent training and remains in compliance with annual required training topics.
 - Attends Program Leadership and other meetings as necessary.
 - Attends and provides leadership in monthly staff meetings for individual locations in their core group.
 - Attend IP meetings for individuals in core group.
- Provides feedback to Supervisors and DSPs:
 - Assists with discipline of DSPs when necessary.
 - Provides regular communication to Supervisors to ensure they have the tools they need to do their job.
- Main contact for County Support Administrators and guardians for Waiver.
- Review content of UIRs and addresses any issues with staff, team, etc.

Qualities:

A Manager will be a role model to the Supervisors and DSPs. They will be professional, flexible, positive, willing to learn, teach and coach, be a good communicator and well as organized.

Requirements:

A Manager will be an approved driver, maintain med pass certification, have at least 2 years prior experience as a DSP. Supervisor experience is a plus. Have computer knowledge and smart phone skills – must be able to email, type, use Word, able to use internet.