



Program Manager

Assumes the responsibility for the overall programmatic and operational needs within each site and cluster assignment. Ensures that quality, comprehensive and person-centered services are being provided to the individuals in each site. Directly supervises and provides training and support to the Site Supervisor. Ensures that individual rights and welfare are maintained through programs, policies, and associate training/development. Assists in various administrative duties as assigned by the Director of Waiver or ICF Services. Indirectly supervises Direct Support Professionals (DSP). Ensures that the operations and practices are in place that meets all requirements of applicable regulatory agencies. Assumes on-call and management responsibilities.

MINIMUM QUALIFICATIONS:

- Three years supervisory experience
- Five years experience in DD or closely related field
- Demonstrated ability for self-direction in work
- Valid Ohio Driver's License and proof of automobile insurance
- Must have vehicle liability insurance
- Must maintain acceptable driving record according to agency policy and agency liability insurance requirements
- Bachelor's degree preferred. Comparable experience considered
- Proficiency of Microsoft Office Products – Word, Excel, Power Point, Outlook

POSITION RESPONSIBILITIES:

1. Directly and effectively supervises the Site Supervisors. Indirectly supervises all Direct Support Professionals within the cluster.
2. Assumes responsibility to ensure systems and documentation are in place that are in compliance with agency policy and applicable regulations.
3. Assumes on-call responsibility according to agency practices and expectations. Performs on-call duty with the understanding that these duties are a necessary and important support function.
4. Develops a system to monitor supervisory presence in each site so as to provide adequate presence, support, interaction, and training of employees.
5. Assumes fiscal responsibility for monitoring and controlling overtime as well as compliance with house budgets.
6. Assumes responsibility for ensuring adequate methods and practices are in place and followed for safeguarding all monies assigned to the Site Supervisor. Ensures compliance with fiscal policies and procedures.
7. Attends all IP meetings ensuring CPT (waiver), position control, and the individual budget for each person is coordinated and meets the needs of the individual and the agency. Meets with the Program Director or his/her designee, to review all financial needs identified in the IP ensuring the service identified is appropriate and cost effective.

8. Ensures that systems are in place to monitor supplies and resources for day-to-day operations and are consistent with individual needs and financial budget. Ensures systems are in place to oversee the proper care, use, maintenance, and control of agency equipment and supplies.
9. Participates actively on teams and committees within and outside the agency. Ensures that teams, committees, and meetings within the cluster are properly convened, effectively facilitated, and documented.
10. Serves as an advocate for individual rights and needs as well as a programmatic liaison with community resources, parents/guardians, day programs, and regulatory agencies.
11. In conjunction with County Board Service (waiver), QIDP (ICF), develops, coordinates, monitors, and ensures all aspects of the individual's program plan, IP are implemented, documented and reviewed/revised accordingly.
12. Is proficient of all required technological systems and programs and oversees the implementation for outcome based data.
13. Participates in the UI/MUI process as required by agency policy and procedures.
14. In conjunction with the Program Director recommends and/or develops systems to ensure successful surveys and inspections within the site and cluster.
15. In conjunction with the Program Director recommends and/or develops systems to ensure that the living and working environment is safe, therapeutic, healthy, productive, and supportive of the work necessary for providing excellent services to the individuals.
16. Provides adequate presence, support, interaction and training to associates to address individual needs. Oversees the sites with such regularity as to have first hand knowledge of the needs within the site.
17. Assumes responsibility for auditing systems and practices in sites as assigned to ensure intended outcomes are achieved.
18. Develops systems to monitor and track employee training and on-going development needs. Is a key source for employee training, and skill development. Ensures employee development plans are in place so as to result in a more productive, effective, and satisfied workforce.
19. Participates in the recruiting and interviewing process for new employees and managers on an as needed basis.
20. Conducts Site Supervisor evaluations according to current Agency policy. Oversee Direct Support Professional evaluations, reviewing each one and providing support to Site Supervisors when needed.
21. Asserts self as an active leader within the agency.
22. Recognizes individual person's (customer's) needs and expectations.
23. Interacts with peers and colleagues and all other customers with the understanding that service is our reason for existence.
24. Displays a positive attitude. Responds positively to changes and demonstrates the ability to be flexible in their work environment.
25. Ability and willingness to work with co-workers, customers, supervisors, other Rose-Mary personnel, and management.
26. Complies with the requirements of checking e-mails on a regular basis.
27. Responsible for the proper use of the payroll system. Accountable for accuracy of employee time and data input.
28. Accountable for the accurate and timely submission of financial data to the Finance Department. Submits expense reports on a timely basis. Submits accurate records for billable services for billing purposes.

29. Responsible for the processes to ensure the confidentiality, security and integrity of data and that the information is maintained and protected against loss, destruction, tampering and unauthorized destruction or use

WORK CHARACTERISTICS:

- Knowledge of IDD service system
- Ability to provide effective employee training
- Ability to supervise and motivate others
- Ability to work effectively and efficiently according to strict timelines
- Ability to provide effective employee training
- Strong verbal and written communication skills
- Ability to prioritize workload
- Ability to assess, evaluate, and monitor in all relevant areas
- Possess strong financial abilities

UNUSUAL WORKING CONDITIONS:

- Work will include evenings and weekends
- Routinely assumes 24-hour on-call responsibilities
- May be exposed to contagious diseases
- May be exposed to aggressive or otherwise challenging individuals

The job description is a summary of the Program Manager primary job responsibilities and is not all inclusive.

Rose-Mary is an Equal Opportunity Employer.