ARC SOUTH SHORE

**JOB DESCRIPTION**

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| **Job Title**: **Residential**  **Program Manager** | **Effective date: April 2011** |
| **Department:** Residential Services | **Reviewed June 2017 Revised:** |
| **Responsible to**: Residential Director | **Job Classification**: Exempt |
| **Supervisory Responsibilities**: yes | **Job Code: 5009** |

**Basic Qualifications**: *To perform this job successfully, an individual must be able to*

*perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions*.

**Education/Experience/Training:** Bachelor’s degree in Human Services or related field (preferred), plus one year supervisory/administrative/program experience in the field of developmental disabilities, or an equivalent combination of training and experience

**Skills:**

**Supervisory/Management:** Ability to effectively oversee the administration of the assigned program(s), including providing effective leadership, supervision, guidance and clinical support for the program

**Language:** Demonstrated ability to read and interpret documents such as safety rules, policies and procedures manuals. Demonstrated ability to compose routine reports and correspondence. Ability to communicate effectively with internal and external consumers and agency employees.

**Reasoning Ability**: With a high degree of independence, appropriately analyzes and effectively addresses all assigned program related situations, utilizing sound decision making processes, adhering to appropriate protocols and policies and seeking appropriate guidance from Assistant Residential Director and Residential Director as needed.

**Computer and software applications:** Computer proficiency using Microsoft Office and database software as well as internet skills

**Time Management:** Ability to organize work and utilize time effectively

**Certificates, Licenses, Registrations:** 1st Aid, CPR, MAP, Valid driver's license and satisfactory driving record required

**Other:** Acceptable criminal offender record (CORI) required

**General Description of Position Responsibilities**: Reporting to the Residential Director and Assistant Residential Director, the Program Manager oversees the administration of the assigned program(s) while providing leadership, supervision, guidance and clinical support for the program, its consumers and staff. This full time, exempt position requires manager’s presence in the program to provide direct training and supervision of staff to ensure all program needs are met. Communicates and complies with all agency and department policies and procedures, adhering to reporting and documentation timeframes. Provides on-call support: 24/7 availability via cell phone to address program issues & emergencies. Provides direct care support as needed to ensure proper staffing ratios. Promotes the growth, independence and dignity of the individuals served and promotes the individual’s right to exercise choice and make meaningful decisions in their lives. Encourages age-appropriate activities for all individuals and integration into the community.

**Standard Requirements (ALL POSITIONS):**

1. Supports the Mission, Values and Vision of The Arc of the South Shore and the job program
2. Is knowledgeable of and promotes individuals’ human and civil rights and ensures an atmosphere which allows for the self-advocacy, privacy, dignity and well-being of all consumers in a safe and secure environment.
3. Is knowledgeable about procedures for keeping people free from abuse or neglect and procedures for reporting abuse.
4. Supports, cooperates with, and implements specific procedures and programs for:
   1. safety, including universal precautions and safe work practices, established fire/safety/disaster plans, risk management, and security, reporting and/or correcting unsafe working conditions, equipment repair and maintenance needs.
   2. confidentiality of all data, including consumer, employee and operations data.
   3. quality assurance and compliance with all regulatory requirements
   4. compliance with current law and policy to provide a work environment free from sexual or other harassment and all illegal and discriminatory behavior.
   5. promoting residents’ overall healthy lifestyle choices including choices in personal behaviors, nutrition and exercise
   6. creates and promotes an atmosphere supportive to consumer self-advocacy
5. Supports and participates in common teamwork:
   1. cooperates and works together with all co-workers; plan and complete job duties with minimal supervisory direction, including appropriate judgment.
   2. uses professional, therapeutic, tactful, appropriate communications in sensitive and emotional situations.
   3. follows up as appropriate and following reporting protocols, with supervisor, co-workers or consumers regarding reported complaints, problems and concerns.
   4. promotes positive public relations with consumers, family members and visitors.
   5. completes requirements for in-service training, demonstrates acceptable attendance and punctuality, and other work duties as assigned.

**Essential Duties And Responsibilities** for this position *include the following*. *Other duties may be assigned. Employees must be able to perform the essential functions of the job with or without reasonable accommodation*.

1. Manages assigned program(s)’ administrative processes and requirements in consultation with the Residential Director and Assistant Residential Director.
   1. Completes, maintains and submits accurate and timely records pertaining to the smooth operation, high quality service delivery and compliance requirements of the assigned program(s), including:
      1. Review and maintain appropriate financial & expense records/reports relating to the assigned program(s) and residents, including program budgeting and sound financial management of same
      2. Timely submission of all program documentation
      3. Collaborating with Assistant Residential Director to ensure program compliance with all State, Federal and Arc South Shore policies and regulations
2. Manages and ensures appropriate program staffing for high quality service delivery
   1. Develops, trains, supervises and supports program staff, including Residential I, Residential II Counselors and Case Manager(s)
      1. Provides initial orientation to the agency program, job duties, policies and procedures
      2. Provides ongoing staff and individual staff meetings, communicating appropriate information, training, support, and eliciting feedback
      3. Provides timely and appropriate performance feedback, (including verbal and documented) following agency performance evaluation and corrective action guidelines (in consultation with Residential/Assistant Residential Director) including
         1. ongoing performance
         2. formal performance reviews
         3. corrective action/performance improvement plan, documentation and follow-up
         4. disciplinary action (documentation, action and follow-up)
   2. Develops and monitors appropriate staff schedules and coverage ratios
      1. Manages staff level to ensure appropriate coverage and minimize overtime use, including consistent pro-active time off coverage planning
      2. Schedules relief/replacement staff as needed
      3. Performs Residential Counselor (direct care) duties as needed (when replacement staff is not available for the Manager’s program)
   3. Other staffing duties related to the program as needed; including
      * 1. Accompanying/Transporting individuals to and from medical or other appointments, day or work programs
3. Ensures and Safeguards the Individual consumers’ health, safety, rights, dignity and choices, including:
   1. Developing ISP goals and objectives, attending ISP meetings and implementing the Individual Service Plan
   2. Ensuring a living environment supportive to the overall safety and wellness of the Individual
   3. Ensuring the cleanliness and maintenance of the home, yard and program vehicles
   4. Ensuring the home has adequate/ appropriate food and supplies; planning, obtaining and delivering same as needed
   5. Ensures safekeeping, accountability and proper dispensing of medications in accordance with MAP, agency, program procedures
   6. Working knowledge of regulatory guidelines, including DDS, DPPC, QUEST
   7. Encourages age-appropriate activities for all individuals and integration into the community
   8. Ensures each program(s) has a trained human rights officer and ensures that the HR officer attends Human Rights Committee meetings and educates consumers regarding Human Rights
4. Establishes and maintains a positive, professional and appropriate relationship with consumers, consumer families and /or guardians; residential neighbors and all other service providers

**Other Duties and Responsibilities (ALL POSITIONS)**:

1. Establish and maintain professional relationships with community contacts, co- workers and supervisors, funding sources, etc.
2. Attend and participate in staff meetings, trainings and development
3. Complete and maintain current trainings/certifications required for position/location.
4. Actively participate on work teams to solve problems, share ideas and plan for change
5. Perform tasks which are supportive in nature to the essential functions of the job, but which may be altered or redesigned depending upon individual circumstances.
6. All other job-related duties as assigned

**Job Location:**  As assigned.

**Equipment/machines used in the performance of this job:** The incumbent must maintain skills necessary to safely and efficiently operate the following equipment and machines used in the performance of this job:

1. Telephone, cell phone
2. Fax and copying machines
3. Computer, email and associated software skills
4. Mechanical and other lift or transfer equipment
5. Scales and adjustable chairs/beds
6. Household appliances: cooking, cleaning and basic home maintenance equipment
7. Program motor vehicles

**Physical Demands:** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to talk, hear, use hands to finger, handle or feel objects and reach with hands and arms, write and/or type reports and correspondence. The employee will sit, stand, walk, push, pull, carry, stoop, kneel, crouch and climb stairs while performing the duties of this job.

May perform the job duties of a Residential Counselor as needed and must be able to perform physical duties required of a Residential Counselor, including regularly lifting and/or moving individuals in and out of wheelchairs and vehicles, lifting and/or moving consumers to and from bed, chair and bathroom, and intervening verbally and physically with individuals during behavior incidents.

The employee will also regularly travel from office to residential house and other locations, and medical appointments. Must be currently licensed in state of residence and have access to a reliable and properly registered and insured vehicle. Specific vision abilities required by this job include distance vision, peripheral vision, and depth perception.

**Work Environment:** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Arc South Shore operates smoke-free facilities. The noise level in the work environment is usually moderate, occasionally loud.

**Receipt and Acknowledgement (ALL POSITIONS)**

I acknowledge and understand that:

* Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
* The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without reasonable accommodation. I further understand that it is my responsibility to inform my supervisor at any time I am unable to perform these functions.
* Job duties, tasks, work hours, work location and work requirements may be changed at any time.
* Acceptable job performance includes completion of the job responsibilities as well as compliance with agency, program and regulatory policies, procedures, rules and regulations.
* I have read, understand and received a copy of this job description.

Print Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date \_\_\_\_\_\_\_\_\_\_