

## **POSITION: Program Manager**

**SUPERVISOR:** Regional Director  
**PROGRAM:** Disability Services – Skagit County  
**STATUS:** Full Time/Exempt  
**DATE:** September 2019

### **WE OFFER:**

COMPETITIVE SALARY  
PAID TRAINING  
UP TO 200 PAID TIME OFF HOURS PER YEAR  
MEDICAL & DENTAL  
403(B) RETIREMENT  
FLEX SPENDING ACCOUNT and more....

*Volunteers of America Western Washington is seeking compassionate and dedicated employees who care about social justice and desire to make a difference in others' lives by enhancing every aspect of the lives of adults with disabilities. Come be a part of what we do and make a difference every day!*

### **GENERAL FUNCTION:**

The Program Manager is responsible for the oversight and execution of day-to-day functioning of their assigned supported living program site(s):

- Some training and all scheduling of staff to meet client and agency needs.
- General case management of assigned client caseload.
- Maintain positive communication with families and guardians, the community, other collaborative agencies and persons, and DDA.
- Ensure clients receive supports identified in their PCSP/IISP. Ensure staff follow the Residential Guidelines and properly document.
- Understand and operate within the WACs, DDA, and VOAWW policies that govern community residential programs.

### **QUALIFICATIONS:**

- Bachelor's degree in a related human service field or at least two years of experience working with developmentally disabled persons; experience in a supervisory position strongly preferred. Related experience can be substituted for educational requirements.
- Required, as a condition of employment, to obtain: CPR/First Aid certification, Nursing Assistant Registration within 120 days of employment, and to attend the required trainings as scheduled. Must pass (90%) the Mandated Reporting Post-Test.
- American Sign Language (ASL) skills preferred but not required.
- Must be organized and able to work independently.
- Knowledgeable and skilled in all MS Office applications.

- Effective organizational and interpersonal skills including written and verbal communication.
- Accepts responsibility for one's own actions and follows through on commitments.
- Must have and maintain an acceptable background check record per State guidelines.
- Must have reliable personal transportation and the ability to safely transport clients via personal and/or agency vehicles as well as obtain the necessary VOA training to do so.
- Demonstrates the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in multi-cultural situations.

**PRINCIPAL ACTIVITIES:**

- Ensures that needed health care services to clients are provided in a consistent, timely, appropriate and coordinated manner.
- Case management of assigned caseload that includes, but is not limited to:
  - Create Individual Instruction Support Plans (IISP).
  - Create six month summary goals as it relates to the clients IISP.
  - Participate in the creation and ongoing maintenance of each client's Positive Behavior Support Plan, when applicable, in partnership with the Regional Director.
  - Maintain client and agency releases on an ongoing basis.
- Works with clients directly. Ensures that client's living spaces are maintained, safe, and healthy environments.
- Ensures that clients and staff are knowledgeable of emergency procedures on site.
- Maintains positive contact and communicates regularly with clients, guardians, and DDA.
- Provides supervision to staff, including written evaluations and discipline.
- Arranges and facilitates regular staff meetings.
- Participates in ongoing scheduled agency training sessions.
- Program Manager is on-call for their assigned sites 24 hours a day, Monday-Friday, though weekend on-call status will be handled on a county by county basis.
- Coordinates with the Financial Specialist to ensure client financial records are accurate and appropriately maintained.
- Responsible for management of site service hours and overtime.

If you wish to apply for this position, please email your cover letter and resume to:  
[recruiter@voaww.org](mailto:recruiter@voaww.org)

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*