



## **POSITION: PROGRAM MANAGER**

**SUPERVISOR:** Regional Director  
**PROGRAM:** Disability Services – North King County  
**HOURS & WAGES:** Full Time/ Exempt/ DOE  
**DATE:** May 2016

### **GENERAL FUNCTION:**

The Program Manager is responsible for the overall 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.
- Maintaining good working relationships with families and guardians, the community, other collaborative agencies and persons, and DDA.
- Ensuring clients receive supports and training per the ISP/IISP, and staff follow the Residential Guidelines and properly document as the ISP/IISP outlines.
- Understand and operate within the WACs, regulations, and DDA policies that govern community residential programs.

### **QUALIFICATIONS:**

- A BA in a related human service field or at least two years 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 certification within 90 days of employment, and to attend the required trainings as scheduled. Must pass (90%) the Mandated Reporting Post-Test.
- 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 skills.
- Accepts responsibility for one's own actions and follows through on commitments.
- Must have a valid driver's license and reliable transportation.
- Demonstrates the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in multi-cultural situations.
- Must be able to pass required background check.

### **PRINCIPAL ACTIVITIES:**

- A. Ensures that needed health care services to clients are provided in a consistent, timely, appropriate and coordinated manner.
- B. Case management of assigned caseload that includes, but is not limited to:
  1. Creation of Individual Instruction Support Plans (IISP).
  2. Creation of six month summary goals as it relates to the clients IISP.

3. Creation and ongoing maintenance of client Risk Assessment plans.
  4. Participates in the creation and ongoing maintenance of each client's Positive Behavior Support Plan, when applicable, in partnership with the Regional Director.
  5. Maintains client and agency releases on an ongoing basis.
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- C. Works with clients directly. Ensures that client's living spaces are maintained, safe, and healthy environments.
  - D. Ensures that clients are knowledgeable of emergency procedures on site.
  - E. Maintains positive contact and communicates regularly with clients, guardians, and DDA.
  - F. Provides supervision to staff, including written evaluations. Arranges and facilitates regular staff meetings.
  - G. Participates in ongoing scheduled agency training sessions.
  - H. Program Managers will be on-call for their assigned sites 24 hours a day, Monday-Friday, though weekend on-call status is handled on a rotational basis.
  - I. Coordinates with the Financial Specialist to ensure client financial records are accurate and appropriately maintained.
  - J. Responsible for management of site service hours and overtime.
  - K. Becomes familiar and knowledgeable of DDA/WAC regulations, VOA/DS policies and procedures and DSHS mandatory reporting guidelines.

If you wish to apply for this position, please send a cover letter and resume to:  
**recruiter@voaww.org**

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