



POSITION: PROGRAM MANAGER

SUPERVISOR: Regional Director
PROGRAM: Disability Services – Skagit County
STATUS: Full Time/ Exempt
DATE: August 2017

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 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.
- 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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