



**POSITION: Program Manager**

**SUPERVISOR:** Regional Director  
**PROGRAM:** Disability Services  
**STATUS:** Full Time/ Exempt  
**DATE:** May 2018

**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 PCSP/IISP. Ensure staff follow the Residential Guidelines and properly document as the PCSP/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:**

- 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:

- Creation of Individual Instruction Support Plans (IISP).
  - Creation of six month summary goals as it relates to the clients IISP.
  - Creation and ongoing maintenance of client Risk Assessment plans.
  - Participates in the creation and ongoing maintenance of each client's Positive Behavior Support Plan, when applicable, in partnership with the Regional Director.
  - Maintains 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 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. Arranges and facilitates regular staff meetings and manages staff schedules
  - Participates in ongoing scheduled agency training sessions
  - Program Managers will be on-call for their assigned sites 24 hours a day, Monday-Friday, though weekend on-call status may be handled on a rotational basis
  - Coordinates with the Financial Specialist to ensure client financial records are accurate and appropriately maintained
  - Conducts regular residential site visits
  - Responsible for medication management and reports any changes in medication to Nurse Delegates
  - Ensures staff are attending appropriate training and receiving adequate peer coaching, when needed
  - Monitors and ensures staff meet annual Continuing Education requirements
  - Responsible for management of site service hours and overtime
  - Becomes familiar and knowledgeable of DDA/WAC regulations, VOA/DS policies and procedures and DSHS mandatory reporting guidelines

Acknowledgement:

*I have read and understand this job description. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America or myself, with or without notice for any reason not expressly prohibited by law.*

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Employee Signature

Printed Name

Date