



**JOB DESCRIPTION  
PROGRAM MANAGER/MI**

**Mission:** *Exceptional Persons, Inc. (EPI) makes a positive difference for people living with disabilities, enhances community child care and strengthens families.*

**JOB TITLE:** Program Manager  
**DEPARTMENT:** Community Services  
**RESPONSIBLE TO:** Program Director  
**CLASSIFICATION:** Exempt  
**LAST REVISED:** 10/2010

**QUALIFICATIONS:**

**REQUIRED EDUCATION:** Bachelor's Degree in Human Services or related field.

**REQUIRED EXPERIENCE LEVEL:** Three (3) years of experience in developing, coordinating and delivery of disability services or equivalent. (Equivalency may be established through a combination of work experience and training. Licensed facilities require QMRP standards (BA or approx 8 years residential experience with supervision experience preferred.)

**REQUIRED KNOWLEDGE, SKILLS & ABILITIES:** Ability to coordinate and provide oversight for multiple sites through: demonstrated supervisory and leadership skills, budgetary management skills and ability to develop, organize and coordinate activities related to persons served and organizational goals. Ability to manage multiple tasks. Ability to work effectively with people. Demonstrated ability to represent the organization in a professional manner: exemplary written documentation, clear and professional verbal communication and ability to work effectively with internal and external stakeholders. Ability to gather, document, analyze and interpret information. Knowledgeable of community resources, information and referral practices and problem solving techniques. Ability to work flexible hours including mornings, evenings and weekends. Ability to travel in order to participate in events, training sessions and meetings throughout the region and state. Proficient in word processing and computer skills. Valid driver license, reliable vehicle and current auto insurance. Ability to speak, read and write in English.

**WORK SCHEDULE EXPECTATIONS:** Program Managers are expected to plan their work schedule in a manner which allows them to meet administrative, programmatic, persons served and stakeholder expectations. A general work schedule will be generated and submitted to the Program Director.

On-Call Supervisor responsibility will be determined by the Program

Director.

**1. Essential functions and responsibilities: Workplace attendance and participation.**

- Attends regularly. Dependable coming to work as scheduled.
- Reports absences within department procedures.
- Proactively develop and manage an effective, written work schedule, making necessary scheduling accommodations to meet internal and external customer needs, including but not limited to evenings and weekend as required.
- Attend and participate in required meetings (i.e., all-agency meetings, department/program meetings, supervisor meetings, etc.).
- Successfully complete all in-service training required for the position within timelines and participate in other training, as assigned.
- Participate in agency subcommittees.
- Manages work time to meet the needs of internal and external customers, stakeholders and individuals receiving services.
- Answers the telephone and returns phone calls promptly when messages are left.
- Monitor and respond promptly to messages left on voicemail or emails.
- Read and respond promptly to mail.

**2. Essential functions and responsibilities: Ensure persons served are safe and living healthy lives by monitoring safety issues, coordinating, monitoring and documenting medical supports, practicing appropriate emergency procedures, responding to emergencies and promoting rights regarding health and safety issues. Coordinate and participate in home, vehicle and personal property maintenance to ensure safety.**

- Identify and monitor safety issues within the physical environment.
- Ensure infection control procedures are used as necessary and in accordance with policy and procedure.
- Monitor individuals for health-related concerns and respond by reporting issues to health professionals and document as required.
- Ensure persons served receive routine medical, therapeutic and dental care; coordinate transportation or take person served on related appointments (as approved in treatment plan).
- Complete psychotropic medication monitoring review.
- Obtain doctor's orders and document orders as needed and follow up with the Direct Support Professional (DSP) staff regarding orders.
- Document new medications and/or changed medication to be administered on the Medication Administration Record (MAR) as necessary.
- Monitor for medication errors and review as indicated with DSP staff.
- Provide first aid and arrange for emergency medical appointments as needed.
- Work with pharmacies to arrange for medication orders and pick up as well as other medical supplies as needed.
- Support persons served who are ill by monitoring signs and symptoms, implementing treatments and providing reassurance and nurturing.
- Ensure DSP staff administers medications and treatments as prescribed and in accordance with agency policy and procedures.
- Obtain consent for medical interventions, procedures and medications from legal representative.
- Involve persons served in their health care plans by educating and offering choice for treatment options. In addition, ensure persons served and their family members understand suggested medical interventions, procedures or medications.
- Discuss and review menus with dietitians, ensuring that adequate substitutions are available to support the desires and needs of all persons receiving services.
- Ensure fire and emergency drills are scheduled, completed and documented as required by agency policies and procedures.
- Schedule, monitor and arrange for household maintenance tasks in accordance with routine schedules and in response to emergency needs.
- Notify EPI property management or landlord for consultation on maintenance issues.
- Ensure basic routine household maintenance tasks are completed (e.g., lawn care, snow removal, changing light bulbs, water plants.)

**3. Essential functions and responsibilities: Oversee program planning and monitoring by planning and developing individual goals and outcomes with persons served, coordinating and participating in support network meetings, monitoring, documenting and reporting progress toward meeting outcomes and communicating with other service stakeholders.**

- Develop persons served Personal Outcome Plans (POP), maintaining integrity between the ideas presented and the written plan in accordance with policies and procedures.
- Coordinate and facilitate annual planning and as needed meetings for persons served.
- Complete and use formal and informal assessments regarding behaviors, adaptive skills, health, physical development, etc.
- Develop and monitor the implementation and documentation of persons' served progress toward personal goals and supports. Complete required progress reports.
- Solicit information regarding persons' served goals and desired outcomes from person served and their support network members.
- Maintain persons' served records including appropriate releases of information.
- Facilitate an environment and encourage persons served to be as independent as possible (e.g., answer their own telephone and door, assist in meal preparation and assist with chores).
- Communicate necessary information and maintain positive working relationships with staff from other agencies which provide supports to persons served.
- Assure persons served receive services designed to meet their individual needs and that their ideas and preferences positively impact programmatic decisions.
- Review and provide feedback on the compliance of POP documentation to DSP staff.
- Assure appropriate funding is secured for all services provided to persons served.
- Assure transportation and all other necessary services having funding are authorized and are provided according to agency policies and procedures.
- Assist with the ongoing development of services based on individual needs – including intake and referral process, securing housing and assuring the appropriate level of support.
- Complete necessary discharge paperwork according to agency policies and procedures.
- Maintain persons' served records within the computer database and permanent files.
- Respect the rights and confidentiality of the persons served.

**4. Essential functions and responsibilities: Assure the quality of services provided meet the standards established by the agency, accreditations and regulators. Foster and maintain effective relations through customer service.**

- Have current information and be knowledgeable of applicable state/federal rules and regulations, accreditation standards and agency policies and procedures to ensure compliance.
- Participate in and respond to issues identified in licensing and accreditations reviews, audits and quality assurance monitoring activities.
- Ensure the input of all stakeholders in the development of agency policies and procedures.
- Advocate for persons served with disabilities in the community, maintaining open communication, both written and oral.
- Communicate and maintain relationships with community vendors, landlords and related entities.
- Communicate with DSP staff by listening to their concerns, supporting and encouraging their ideas and contributions and provide feedback regarding performance.
- Facilitate teamwork and positive interactions and attitudes among staff.
- Maintain appropriate boundaries regarding personal vs. professional issues.
- Anticipate, identify and respond to the needs of all stakeholders (internal and external) in a respectful and accommodating manner.

**5. Essential functions and responsibilities: Provide direct support to persons served and role model such supports to Direct Support Professionals by assisting with living skills, communicating and interacting with persons served, facilitating community inclusion, maintaining an appropriate physical environment, providing transportation, maintaining finances, developing behavioral supports and demonstrating the importance of persons served becoming active citizens in their neighborhoods and local communities.**

- Communicate effectively with persons served by using their primary method of communication (e.g., gestures, verbal, sign language, communication boards).
- Interact with persons served by listening to issues, responding to requests and concerns, sharing ideas and humor and participating in meals and other activities.
- Assist persons served with daily living skills, meal preparation, self-care, health care and maintenance tasks as needed.
- Support persons served in developing daily activities which are of individual interest and available in the community.
- Ensure persons served receive transportation (provide transportation when necessary) to access community resources for purchasing household supplies, personal items and groceries.
- Assist persons served in developing and maintaining friendships and family relations through various means such as correspondence, phone contact and planned social events.
- Teach and coach DSP staff in the most effective approaches to achieve direct support competencies.
- Critically evaluate the quality of supports provided to persons served and continuously strive for improvement.

**6. Essential functions and responsibilities: Ensure fiscal responsibility and management by supporting persons served with banking and other financial maintenance agreements; developing, managing, and implementing site budgets; and responding to internal audits regarding the finances of persons served.**

- Support DSPs or persons served in preparing bank transactions (e.g., deposits, transfers, withdrawals).
- Prepare and review budget reports monthly.
- Monitor and ensure the personal financial accounts of persons served are managed according to agency policy and procedure.
- Ensure persons served have bills paid timely and accurately.
- Support the function of Representative Payeeship for persons served.
- Approve expense reimbursement requests made by DSP staff according to policy and procedure.
- Assist in establishing reimbursement rates for persons served.
- Ensure the entitlements and benefits for persons served are current.

**7. Essential functions and responsibilities: Coordinate and participate in Direct Support Professional training and in-service by orienting new staff, arranging for staff to attend training and in-service sessions, maintaining training records and supporting ongoing staff development.**

- Coordinate, schedule and document staff participation and performance in orientation and in-service trainings and completion of other alternative self-directed learning and development.
- Observe and solicit feedback from DSP staff, persons served and their families regarding training needs and desired opportunities.
- Share resources and information with DSP staff related to supports, technology, interventions and “hottest issues” for supporting persons served.
- Provide orientation to and answer questions from new DSPs through a variety of formal and informal instructional and learning activities.
- Provide required training to staff regarding needs of persons served and in response to rules and regulations (e.g., use of glucometer, vulnerable adults, rights, emergency procedures, medication changes).
- Support DSPs in learning how to use a computer.
- Ensure Direct Support Professionals are demonstrating attributes of a teacher, coach, mentor, ally – not parenting. Demonstrates philosophy of graduated guidance, empowering persons served and provides opportunities for persons served to participate in all aspects of their lives. Support persons served at the level at which they are able or willing to participate.

**8. Essential functions and responsibilities: In cooperation with the Human Resource Director, provide administrative supervision and support to Direct Support Professionals as outlined in agency policies and procedures.**

- Schedule and complete interviews with potential new staff in collaboration with direct support staff and person served and their family members.
- Complete necessary paperwork for changes in staff status (e.g., from part-time to full-time, change in location, resignations and terminations).
- Ensure Direct Support Professionals are scheduled, paid and receive time off when requested.
- Follow up on reports of staff injury at work and all worker’s compensation related issues.
- Complete staff performance reviews as required by policy and procedure.
- Provide documented feedback and coaching to DSP staff regarding performance related issues.
- Provide necessary disciplinary action including demonstrating correct performance for staff.
- Respond to DSP staff questions and crises when on-call.
- Monitor turnover, recruitment success and employee job satisfaction and use the results to improve practices.
- Develop and maintain staff schedules in response to persons’ served needs and within budgetary limitations. Secure DSP staff to fill in when vacancies occur.
- Process and approve e-time and leave requests according to policy and procedure.

**Essential functions: demonstrated values.**

**Stewardship-Transparent and responsible use of resources.**

- Manages talents and resources in a trustworthy and responsible way.
- Seeks opportunities for cost containment and revenue enhancement.
- Adheres to all health and safety policies and procedures including but not limited to: agency work injury program if necessary, proper use of personal protective equipment, use of universal precautions, demonstration of the department emergency procedures, reporting and resolving unsafe workplace conditions, maintaining a safe work environment, etc.

- Works to accomplish desired training outcomes while using human resources, supplies, equipment, energy and other resources responsibly and conservatively.
- Effectively controls costs through economical utilization of personnel, materials and equipment.
- Operates within established training budget.
- Gathers, analyzes, interprets and acts on all required data effectively and efficiently and within established timelines.

#### Teamwork-Working together to bring out the best in each other.

- Anticipate, identify and respond to the needs of others in a respectful and accommodating manner.
- Foster effective customer service with all internal and external stakeholders.
- Accepts supervisory guidance and counsel.
- Actively participates in work groups and committees.
- Pitches in when extra work is needed.
- Recognizes and supports the efforts of coworkers.
- Ability to work effectively and cooperatively with coworkers.

#### Integrity-Driven to do what's right.

- Independently follows agency policy and procedures.
- Complete any other related tasks and responsibilities as assigned and required.
- Interacts with others in a honest and professional manner.
- Follows through with commitments including meeting established timelines.
- Identifies and resolves difficult issues.
- Recognizes and respects privacy/confidentiality standards.

#### Quality-Innovative services, extraordinary outcomes.

- Actively supporting quality improvement initiatives.
- Is self-directed and willing to seek, act on and evaluate new ideas and solutions.
- Expands knowledge of departmental/agency operations.
- Supports agency efforts in conducting program evaluations.
- Performs work assignments in a thorough, accurate, and orderly manner.
- Supports accreditation and regulatory standards.
- Is ethical in individual and business practices, following established agency code of ethics and confidentiality.
- Participates in opportunities that enhance personal and professional growth.

**Physical Demands:** The work requires light physical exertion and moving about including bending, crouching, stooping, stretching, and reaching or similar activities. Lifting objects or individuals may be required (typically, weight does not exceed 40 lbs; may on occasion be up to 60 lbs). Occasional working with others in lifting or moving heavy objects/persons is required. Snow shoveling may be necessary. Providing transportation of persons' served required. Demonstration of Crisis Prevention Institute (CPI) competencies necessary.

**Potential Exposure to Blood and Body Fluids:** Job functions do include tasks with likelihood of exposure to blood and other body fluids. Universal precautions required to use at all times.

**Mental/Visual Demands:** Normal mental/visual attention as in typical social worker positions. Occasional or intermittent work requires intense level of concentration. Some tasks require attention to detail such as doing mathematical computations, word processing, reading and proofing materials and monitoring behavior and

attitude patterns of others – staff/individuals served. Tasks involve eye-mind coordination that would be prevalent in testing, checking, inspecting and similar tasks.

**Unavoidable Hazards/Risk:** Work environment requires risks which require normal safety precautions typical of such places as offices, meeting rooms, residences. The magnitude of bodily injury resulting from work hazards is small.

**Working Environment:** Good working conditions exist. However, there may be occasional exposure to disagreeable elements, especially weather. Employees are required to travel to residences and the EPI administrative office as well as meetings held within the community. Employees may occasionally work alone.

*A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions. All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees or individuals served.*

*This description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by the supervisor.*

*Requirements are representative of minimum levels of knowledge, skills and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.*