



POSITION TITLE:	Program Manager
DEPARTMENT:	Residential
POSITION TYPE:	Exempt
BENEFIT CATEGORY:	Salaried
REPORTS TO:	Director of Residential Services

POSITION PURPOSE:

The Program Manager is responsible for program development for participants, facilitation of team approach. Responsible for coordinating and implementing services plans in conjunction with participants, families, staff, agencies and/or significant others to maximize independent functioning and meet service delivery needs. Care coordination may occur in community or agency based residential settings.

ESSENTIAL FUNCTIONS:

1. Maintains a positive and enthusiastic attitude.
2. Develops and implements individualized program plans (PCISP) with each participant assigned to caseload.
3. Coordinates and communicates services with appropriate agency staff, participant, external agencies, families, etc.
4. Ensure service operations, processes, and staff practices promote maximum participation of the individuals receiving services.
5. Responsible for supervising, scheduling, training and recruiting of assigned staff
6. May work hours outside the general office hours 7:30 - 4:00 operation time frame.
7. Maintains up-to-date records, reports and general case management procedures in compliance with funding sources, CARF, and agency requirements.
8. Distributes medications to participants assigned; responsibility is shared with co-workers.
9. Follows all agency policies and procedures.
10. Provide resources and assist participants, as needed to access community resources.
11. Complete annual performance appraisals on assigned staff
12. May work in a direct support role in order to maintain ratios and support your assigned staff.
13. Conduct annual participant satisfaction surveys, exit/discharge procedures and follow-up surveys for assigned participants.
14. Attend meetings, in- services and professional development activities, as necessary.
15. Be available on an on-call basis as appropriate.
16. May be asked to serve as the agency liaison for various committees.
17. Shall perform any other job related function as assigned
18. Follows all agency policies and procedures.



KNOWLEDGE AND SKILLS:

- Good public relations and communication skills.
- Ability to independently organize time and duties to conduct the daily, weekly and monthly responsibilities of caseload management.
- Ability to synthesize data in client records to develop and implement appropriate and relevant rehabilitation plans and work adjustment training techniques.
- Knowledge of specific disabilities and the impact functional limitations present in a vocational setting.

COMMUNICATION SKILLS:

- Participant – daily personal contact to implement behavior plans, provide reinforcers, vocational counseling and conflict resolution.
- Staff – daily personal contact to coordinate and follow-up on program plan implementation.
- Community Agencies, Families, Etc. – periodic telephone and personal contact to coordinate services, conferences, and obtain information.
- Supervisor – periodic personal contact, as needed, to communicate need for assistance with caseload management, weekly schedule, and job priorities.

PHYSICAL REQUIREMENTS:

- Sitting in/out of meetings to write records and in meetings.
- Standing to assist with problems and/or client training on the work floor, as needed.
- Speaking, hearing, visual ability to communicate.

TOOLS AND EQUIPMENT:

- Operate a copy machine, computer
- Experience with Microsoft Word and Excel and other software packages

MENTAL REQUIREMENTS:

- Ability to synthesize and interpret data and reports independently.
- Work with minimum supervision.
- Ability to work as a team member to facilitate service delivery.
- Patience and diplomacy when dealing with difficult clients, staff, and other agencies.
- Ability to handle multiple tasks and/or demands of one's time from others.

EDUCATIONAL REQUIREMENTS/JOB EXPERIENCE

- Bachelor's Degree in rehabilitation, social service or humanities, preferred.
- One to two years in social work or case management related experiences with people with disabilities or other vocationally disadvantaged populations.

ADDITIONAL INFORMATION:

- May be required to become a trainer and/or teach training classes for the organization.
- Occasionally requires to change work and/or personal schedules to meet time requirements of case conferences, meetings, etc.
- Responsible for the safety of all staff and clients under his/her supervision.
- Must be able to handle a large a caseload.



Program Manager

I have reviewed and received a copy of this job description and a copy of the Department/Agency Organizational Chart that includes the names of current persons in each department, my supervisor's name, and my HIPAA classification.

Supervisor:

See Start Letter, Staff Roster/Org Chart for current supervisor's name.

Notice: This job description is not intended to be, nor should it be construed as a contract for employment. Paladin, Inc. makes no guarantee of permanent employment. This job description is to be used as a guideline to give you an understanding of what Paladin has defined this position to be.

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9/2017



#304 Program Manager

I have reviewed the contents of this position description and confirm that it is an accurate and complete representation of the position.

Annual Review:

Immediate Supervisor Date

Immediate Supervisor Date

Immediate Supervisor Date

Immediate Supervisor Date

Department Director Date

Department Officer Date

Reviewed by:

CFO / Human Resources

Initials Date

CEO

Initials Date

. THIS PAGE IS NOT GIVEN TO STAFF MEMBER. THIS PAGE IS FILED IN ADMINISTRATION. IF POSITION CHANGES – SUPERVISOR – PLEASE GIVE CORRECTED JOB DESCRIPTION TO HR FOR REVISIONS AND NEW SIGNATURES

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5-14-2014 Replaces each separate CSS job description