



POSITION TITLE:	RESIDENTIAL SERVICES PROGRAM MANAGER
DEPARTMENT	RESIDENTIAL SERVICES
POSITION TYPE:	EXEMPT
REPORTS TO:	RESIDENTIAL DIRECTOR

POSITION PURPOSE:

Responsible for the supervision of a specifically assigned group of Residential Services staffing.

ESSENTIAL FUNCTIONS:

1. Maintains a positive and enthusiastic attitude.
2. Ensures service operations, processes and staff practices promote maximum participation of the individuals receiving services.
3. Leads the development of staff in relation to identifying and understanding client needs.
4. Promotes a culture of continuous improvement among staff by establishing quality systems and processes that are established and adhered to properly.
5. Be available on an on-call basis as appropriate; will work with other residential supervisors, case managers and respite manager to develop on-call strategies.
6. Monitor key performance indicators and business plan objectives.
7. Manages the forecasting, establishment and maintenance of appropriate staffing structures and levels to meet service delivery requirements.
8. Promotes the work of Paladin and the needs of persons with disabilities through attendance at various community events, and develops appropriate networks within the wider community.
9. Supervises assigned staff positions, enforces agency policies and procedures, and conducts performance evaluations
10. Attends necessary meetings, in-services, and professional development activities.
11. Responsible for making sure that all required program staff and volunteer training is completed based on all applicable standards, guidelines and agency requirements by approved trainers.
12. Coordinates and communicates services with appropriate agency staff, external agency. Works closely with assigned Care Coordinators to insure proper service delivery.
13. Follows all agency policies and procedures regarding the use and release of confidential information and confidential protected health information.
14. Complies with Paladin human resource and fiscal policies, Employee Handbook, county, state and federal laws and regulations as they relate to Paladin, Inc.
15. Shall perform any other job related function as assigned.

KNOWLEDGE AND SKILLS:

- Strong communication skills (both written and oral).
- Ability to independently organize time and duties to conduct the daily, weekly and monthly responsibilities of residential services
- Ability to synthesize data in client records to develop and implement appropriate and relevant habilitation plans and work adjustment training techniques.

COMMUNICATION SKILLS:

- Ability to communicate effectively and persuasively (verbally and in writing) with a wide range

of stakeholders.

TOOLS AND EQUIPMENT:

- Basic computer skills.

MENTAL REQUIREMENTS:

- Ability to analyze data, program related issues and needs to facilitate planning and staff and program development.
- Ability to work with a variety of individuals and agencies to effectively and efficiently coordinate services.
- Work with minimal supervision.
- Ability to handle multiple tasks and/or demands of one's time from others.
- 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 stress.
- Ability to train staff in their various job duties.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS:

- Direct supervisory experience within a residential setting for persons with disabilities required.
- Bachelor's Degree in rehabilitation, social service or humanities, preferred.
- Ability is required to intervene in crisis situations, to work cooperatively and effectively with staff and others in a team situation.
- Ability to collect, analyze and present information regarding programming; to make decisions relating to services provided to consumers.
- Ability to mediate concerns and problems with providers, clients, caregivers and staff in order to resolve programming problems.

ADDITIONAL INFORMATION:

- Required to change work and/or personal schedules to meet time requirements of position.
- Responsible for the safety of all staff and clients under his/her supervision.
- May be asked to serve on various agency committees