

Ukiah Valley Association for Habilitation Job Description

Job Title: Program Manager
Department: L.I.F.E. Services
Salary Level: Range C
Reports To: L.I.F.E. Program Director
FLSA Status: Nonexempt
Prepared By: L.I.F.E. Program Director
Prepared Date: 2/11/21
Approved By: Board of Directors
Approved Date: 2/16/21

SUMMARY

Provide resources support and training to staff and persons served to facilitate agency, program and goals of people who use services; supervision and training of staff; and assignments to perform or discharge special projects in areas of responsibility. Responsible for ensuring the safety of staff and persons served. Ensure maintenance of equipment, vehicles, ordering of supplies, and quality of service.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Assure adequate program staffing through scheduling, recruitment, and orientation of direct service, coordinator, substitute and volunteer staff as assigned. Provide all aspects of supervision, evaluation and training of staff.
2. Act as a resource for training supports, program development, community-based employment and activities; acts as a liaison between program services and the community.
3. Conduct intake and planning meetings for each person served.
4. Implement, monitor, and provide ongoing training for employment services.
5. Provide oversight of daily operations and services including individual service plans, communications, and advocacy; assures quality services are provided in a timely manner.
6. Assure timely communications with persons served, families, care providers, funding sources, staff, management and community.
7. Complete all required reports and documentation, maintain complete and accurate case files, attend meetings, write assessments, and person-centered plans. Complete additional assessments as needed.
8. Participate in the development and implementation of the agency planning effort including policies and procedures, and the implementation of agency goals.
8. Oversee accuracy and timeliness of billing, funding, DOL compliance, training records and various internal and external reports.
9. Conduct tours and give presentations.
10. Responsible for intake process of persons served.
11. Assure compliance with all safety regulations.
12. May perform special projects, direct service, or other duties as assigned to assure the efficiency of the program.

13. Develop schedules and arrange for staffing as needed.
14. Align behaviors with UVAH Mission, Vision and Code of Ethics
15. Notify supervisor or manager the same day if you do not get a lunch or break.

SUPERVISORY RESPONSIBILITIES

Directly supervises employees in the L.I.F.E. Services; carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B. A.) from four-year college or university; plus, three years related experience and/or training; or equivalent combination of education and experience. Two to three years' experience related to employment services; customized employment experience desired.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CULTURAL COMPETENCY

Recognize how personal values may conflict with or accommodate the needs of diverse clients and coworkers and strive to effectively and respectfully interact with individuals served, families and caregivers, co-workers and other stakeholders from a wide range of cultures and backgrounds.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of valid California driver's license.

CPR and First Aid Certificate preferred.
Criminal Record clearance.
Customized Employment Certificate preferred.

OTHER SKILLS AND ABILITIES

Proficiency in MS word, Excel, database and spreadsheet.
Ability to communicate effectively and provide excellent customer service.
Ability to facilitate systems and checks to assure delivery of quality services to internal and external customers.
Strong background in employment skills.
Knowledge of the principles of management, supervision, planning, fiscal management, fair employment notices, regulations, safety, health and rights of persons served.
Ability to observe, evaluate, document and communicate verbally and in writing.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Time spent in an office environment sitting, using a computer and the telephone, doing paperwork and periods of intense concentration.

The noise level in the work environment is usually moderate.
While performing the duties of this job, the employee is frequently exposed to outside weather conditions.

I have read the above described job description and understand the duties and responsibilities described therein.

Employee Signature _____ Date_____

Employee Name (printed)_____ Date_____