

**Job Title:** Residential Services Program Manager

**Reports to:** Director of Quality Improvement

**Revised:** 12/2/2022

**Summary:** Residential Services Program Manager is a serves as program leader, and is responsible for working as a member of the leadership team to accomplish the objectives of Village Community Services' Residential Services. The position is responsible for program planning, staffing, staff evaluations, scheduling, and for direct supervision of residential direct support professional and assistant manager personnel. The Program Manager ensures that all actions associated with the program comply with established agency policies and procedures, and are consistent with all provisions and regulations of state, county and local regulatory agencies.

This is a full time, salaried Instructional Support position that is not represented by the SEIU, Local 925. Salary level and adjustments are subject to approval and evaluation by the Director of Residential Services. The Program Manager will initially be employed on an introductory period of 6 months. After 6 months, a formal performance evaluation will be given by the Director of Residential Services. Subsequent performance evaluations will take place annually on the date that regular employment status was granted.

**Qualifications, Education, Experience:** The Program Manager must demonstrate successful experience in management of a residential program or similar social service agency. Previous experience should include: staff management, program development, working knowledge of positive behavioral support and intervention techniques, independent living skills, parent and community relations, policy administration, experience in working with unions, familiarity with WACS relating to residential services.

**List of training and other requirements to be completed after hire. VCS pays for all required training hours, fees, and certifications:**

5-hour DDA Safety Orientation

30-hour on-site training and peer coaching

40-hour CORE training

1<sup>st</sup> Aid/CPR renewed every two years

Blood borne pathogens annual recertification

Positive Behavioral Support Series

Driving record abstract

Background clearance and fingerprinting

Nurse Delegation within one year. NAR license obtained prior to Nurse Delegate core training and renewed yearly.

Community Protection training if working with Community Protection clients, optional for other staff.

12 CE (continuing education) credits yearly, after first year of employment.

Signed policy 6.12 on file (mandatory reporting); renewed yearly.

### **Description of Essential Functions:**

#### **Leadership**

- Participate as a member of the Leadership Team to carry out the mission and strategic vision of the agency
- As a member of the Leadership Team, serves as a mentor in regards to best practices in direct service, human resource management, and the implementation of the policies and procedures of the agency
- Facilitate an organizational culture of philanthropy where staff, Board of Directors, and participant families recognize the importance of fundraising and are inspired to support the agency's efforts to raise funds for operations
- Lead special projects and accept expanded job duties according to the needs of VCS's Residential clients as assigned by the Director of Residential Services or the Executive Director(s).

#### **Program Management/Staff Supervision**

- Provide for intake and assessment, development of Person Centered Service Plans (PCSP'S), Individual Instruction Support Plans (IISP's) and exit plans as required for all participants of Village Community Services.
- Ensure the health and safety of all participants.
- Ensure that teaching, training, and support services are made available to participants as required by the PCSP and IISP plans.
- Ensure participants have access and assistance with nutritional meals, health care, transportation needs, clothing and hygiene needs, medication, family involvement and recognition, financial needs, and community involvement.
- Administers operational procedures to achieve residential program goals in compliance with all relevant regulatory codes, by WACS, union contract and licensing and to achieve optimal safety, efficiency and economy of operation.
- Provides appropriate opportunities for staff development and training.

- Provides for training, supervising, evaluating and providing all necessary reports and documentation to the Director of Residential Services if staff disciplinary action or termination is required.
- Participates as needed with Administration and the Board of Directors in formulation, evaluation, and/or revision of program policy and procedures.
- Assists with preparation of program budget, including awareness of residential financial matters such as cash flow, receivables, expenses, account balances, etc.
- Participates in the investigation of all accidents, injuries, allegations of abuse, misconduct, mistreatment of discrimination incurred or committed by residential staff or participants. Prepares and oversees preparation of accurate incident report documentation, and notifies appropriate staff, Program Executive, DDA, Adult Protective, guardian etc. The Program Manager ensures all written reports are submitted to DDA within 24 hours of incident unless an exception is granted.
- Ensures all reporting requirements for state contracts are met in a timely manner, and that all permits, licenses, health and safety codes, waivers, check requests, are submitted appropriately.
- Provides for attractive appearance and maintenance of residential homes, vehicles and other equipment.
- Approves residential staff time sheets, ensuring all information is complete and accurate.
- Serves as employer representative on safety committee and labor/management committee if needed.
- Represent the residential program in the best possible manner to the state and county offices, supporting organizations, corporations, community groups and volunteers.
- Maintains active contact and open communications with parents, family members and guardians of Village Community Services participants.
- Other tasks and responsibilities not specified herein may be assigned by the Residential Services Director or recommended as the Program Manager perceives a need. All responsibilities should be carried out in a manner consistent with the agency's mission; that delivery of services at all levels within the organization should reflect its commitment to provide the highest quality of residential and vocational opportunities for Village Community Services participants.

**Physical Demands:** Work is primarily performed inside and frequently involves sitting, standing and walking. It involves occasional lifting, assisting participant transfers from wheelchairs or beds, pushing, pulling, crouching, and reaching. Frequent hand and finger use to manipulate small components, handle pens and paper, operate general office machines such as computers, printers, telephone, copier, shredder, able to read computer screen and paperwork. General cleaning and upkeep of participant's homes. This may include sweeping, dusting, laundry tasks, and cooking. Driving personal and agency vehicles is a frequent requirement as well. This may include driving from program site to office, transporting participants, and attending trainings in other cities.

**Physical Demands:**

<i>Task</i>	<i>Frequency</i>	<i>Examples</i>
Visual acuity – near and far	C	Reading computer screens and written materials, driving, group presentations
Sitting	F	In office chair at desk, table or computer, driving
Repetitive finger, arm, and hand movement	F	Using computer keyboard and mouse, 10-key calculator
Climbing stairs	F	To/from 2 <sup>nd</sup> floor office from/to ground floor building entrance (elevator is available)
Standing	F	Operating office machines, public speaking, events. Training or assisting clients with ADL's as necessary.
Walking	F	To/from offices within buildings, at client sites, and events
Pushing/pulling	F	File drawers, desk drawers, printer/copier paper trays, client wheel chairs.
Driving a car	F	To program sites, meetings, workshops, etc.
Twisting at waist	F	Moving between computer station and desk
Kneeling/squatting	F	Retrieving items on floor and from low file drawers, Training or assisting clients with ADL's as necessary.
Bending at waist	F	Picking items off table or shelf
Carrying	F	Brief case, portfolios, presentation materials, file boxes, supplies, books and folders.
Lifting	O	File boxes, supplies. Client transfers when necessary. Training or assisting clients with ADL's as necessary.
Reaching above shoulder	O	Retrieving/placing binders, books and supplies on a shelf. Training or assisting clients with ADL's as necessary.
Crawling	N/A	N/A

C	=	Constant (over 70% of the time)	S	=	Seldom (1-10% of the time)
F	=	Frequent (30-70% of the time)	N/A	=	Not Applicable
O	=	Occasional (10-30% of the time)	% denotes estimates		

**Typical Mental Demands:** Must work constantly with a large number of details. Must be able to problem solve and make timely decisions. Must be able to prioritize work effectively to meet time-sensitive deadlines. Must interact with people at all levels in the agency as well as board members, vendors, customers, participants, family members and guardians, providers, governmental and funding representatives, and the community at large.

---

Program Manager Signature

Date