



POSITION DESCRIPTION

Position: **Program Manager** Status: Exempt
Program: Community Corrections (SRP) Date Revised: 11/2018
Reports to: Operations Manager

POSITION SUMMARY:

The Program Manager is responsible for assisting in the oversight in all aspects of the Community Corrections program including facility management, individual counseling, family counseling, developing community support systems for clients and assisting with community outreach projects; while supervising direct services case managers. This position is responsible for the development of a case management plan to assist Community Corrections participants in developing a greater degree of self reliance. It will include accessing continuing education, employment, and addressing any bio, psycho, social issues that may lead to homelessness, criminal behavior, or otherwise non-productive lifestyles. This position also ensures that the culture of Therapeutic Community is encouraged and developed through a variety of activities.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 - 1. Ensure all day-to-day operations are conducted and led in a safe and non-judgmental manner.
 - 2. Coordinate program referrals and evaluate appropriateness for program eligibility.
 - 3. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 - 4. Ensure a needs assessment, to evaluate each client's medical, physical, emotional, and psychological needs, is conducted on all clients upon entry.
 - 5. Research, develop, and implement services and case management strategies that support the medical, physical, emotional, and psychological needs of each individual client.
 - 6. Facilitate Living Skills Training and Substance Abuse Education, individually and in groups.
 - 7. Support and attend all community development activities and mandatory meetings.
 - 8. Establish and monitor daily living routine and reinforce a clean and sober life style for all clients.
 - 9. Provide crisis management as needed.
 - 10. Provide resource information and appropriate case planning specific to any participant.
 - 11. Ensure continuous and on-going evaluation of services, programming, client's progress, staff skills, and related documents and procedures.
 - 12. Assess for and consult/refer for determination of continued support services as determined by need/medical necessity.
 - 13. Perform other reasonably related duties as assigned by supervisors.

- B. Responsible for assistance with client development.
 - 1. Provide knowledge and act as liaison to staff and clients regarding resources and referrals for achieving increased income stability through attainment of local services.
 - 2. Maintain a list of all available community services and providers.
 - 3. Assure a safe, non-judgmental environment for the clients.

4. Maintain positive, professional, relationships with clients and staff and act as liaison between clients and community service agencies.
 5. Participate in agency and outside training sessions.
- C. Record keeping and communication.
1. Maintain files on each participant which will include psycho-social information, short and long term plans to maintain and improve self-sufficiency. Document progress and assistance in removing obstacles to set goals. Provide routine documentation of coordination and follow-up of all areas.
 2. Complete Individual Service Plans with all clients on caseload and update periodically to reflect client progress and additional goals.
 3. Provide records and services in compliance with agency policies, regulatory and funding source requirements.
 4. Maintain daily, clear and thorough communication with the Operations Manager on all areas of responsibility listed in this job description.
 5. Attend monthly meeting with ADRC for multiagency collaboration.
- D. Responsible for all areas of daily program maintenance in compliance with company policies.
1. Document and report all client concerns and/or infractions that can impact the program security.
 2. Secure approval for exceptions to standard policy.
 3. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
 4. Assist with and adhere to maintaining staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
 5. Provide emergency shift coverage as needed.
 6. Perform reasonably related duties as assigned by the Operations Manager.
- E. Responsible for training and development of new staff.
1. Will provide supervision of staff.
 2. Assist in department orientation and training for new employees as requested to assure quality work outcomes.
 3. Identify appropriate ongoing training for both new and existing staff and report needs to management.
 4. Serve as part of the program development team by providing information and support for the development of quality operations.
 5. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.
- F. Responsible for self-development.
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend staff meetings/assigned training seminars and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires a Bachelors Degree in Human Services or a related field and two years of experience working with the corrections population. Must hold a current valid, state approved certification for alcohol/drug treatment (ie. CAC or CADC) and have experience working in alcohol/drug recovery programs. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to minorities, persons with disabilities, substance

abusers the general homeless population. This position requires CPR and First Aid training within ninety (90) days of employment date and re-certification as necessary and T.B. testing annually. A valid California driver's license is required to operate any VOA vehicle.

SPECIFIC SKILLS REQUIRED:

Excellent oral and written communication skills
Ability to assist and motivate other people
Crisis Intervention/De-escalation skills
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer Skills

PHYSICAL REQUIREMENTS

Lift and move up to 10 pounds
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Operations Manager. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Direct Client Services

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Program Manager is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible; thus all expenditures must be approved by the Operations Manager.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____