

POSITION DESCRIPTION

Position: Program Manager
Program: Mather E&T
Reports to: Division Director

Status: Exempt
Date Prepared: 12/2018

POSITION SUMMARY:

The Program Manager is responsible for assuring quality service in a safe, non-judgmental manner to all program participants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, supporting the safety and the integrity of all residents, and performance of all work duties as required. This position is responsible for the identification, assessment, information referral and treatment of substance abuse clients residing at the Mather Community Campus programs. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the department.
 1. Maintain clear, thorough, routine communications with the Division Director on all issues including clinical, programmatic and personnel.
 2. Assume the responsibility for the daily program operation.
 3. Responsible for updating operations manuals covering all functions of the program in conjunction with the Division Director.
 4. Responsible for the day-to-day management of all single side case managers. Interview, train, supervises and discipline as needed.
 5. Responsible for the day-to-day management of the employment specialist, the credit specialist and the housing specialist. Interview, train, supervise and discipline as needed.
 6. De-escalate crisis before it develops and respond to crisis in an appropriate manner, providing emergency assistance to clients and co-workers as necessary.
 7. Provide emergency relief coverage as needed.
 8. Conduct conflict resolution meetings with staff or clients as needed.
 9. Ensure all HMIS reporting requirements are met and information is entered accurately and timely.
 10. Assist in implementing program enhancements.
 11. Coordinate the collection of employee time records and complete payroll implementation as required.
 12. Coordinate the program safety inspections and documentations, including testing of smoke detectors, conducting fire drills, and providing safety training to clients and staff.
 13. May perform other duties as assigned.
- B. Responsible for identification, assessment, information referral and treatment of clients.
 1. Support the team in implementing plans to assist the residents in the successful completion of the program.
 2. Assist case managers in the development of additional, specific program and behavior requirements when a participant is struggling with substance abuse or as relapsed.
 3. Provide records and services in compliance with Volunteers of America agency policies, regulatory and funding source requirements.

4. Perform routine audits of Case Manager's client files, which will include assessment information, alcohol/drug history, health history, treatment plans, and long/short-term sobriety goals.
5. Facilitate alcohol/drug educational and prevention groups.
6. To act as an advocate on behalf of clients for the purpose of assisting those in accessing further treatment options, entitlement, vocational rehabilitation, medical, legal and/or mental health assistance.
7. Role model positive behavior to help clients as they work towards self- sufficiency.
8. Assist with Monitoring participant activities for noncompliance with program rules and regulations, noise control, resident and visitor control, parking issues, loitering and congregation around exteriors of program's building.
9. Maintain clear, thorough, routine communication with all clients.
10. Coordinate program start-up inspections of all units where and when it applies. Record the condition of furnishings.
11. Coordinate the time of each participant move-in and assignment of their case manager
12. Coordinate the reporting of client-caused and other property damage.

C. Responsible for all areas of daily program maintenance in compliance with company policies.

1. Insure that case managers Document and report all client concerns and/or infractions that can affect the program security.
1. Insure that tall shift logs, observation logs, and critical information reports are submitted and routed properly and audit all reports on a daily basis for appropriate action.
2. Monitor inventory of program equipment and supplies and take appropriate action to purchase, replace or restock as needed within assigned budget.
3. Secure approval for exceptions to standard policy.
4. Notify management of potential workflow problems and resource needs necessary to attain performance standards.
5. Adhere to staffing schedules in order to provide adequate/safe staffing coverage and to accomplish program objectives.
6. Communicate with onsite program staff, Division Director, service providers and external county/state/city program representatives as required.
7. Direct available resources as required.
8. Comprehend and adhere to ethical standards, program philosophy guidelines, and confidentiality laws.
9. Participate in the oversight that insures that building and grounds are maintained in a safe and healthful standard including assuring clear evacuation routes, sanitary living conditions, charged fire extinguishers, routine disaster drills and adequate plumbing heating and air conditioning. Assure documentation of all referenced items.
10. Work closely with the Director of Maintenance Services to insure that the maintenance of buildings and grounds remain at a high standard of cleanliness and safety at each program site.
11. Conduct and document staff training relative to hazardous materials, general safety issues and disaster planning.
12. Organize and maintain databased systems for program site and generate reports as needed.

D. Responsible for the assistance of training and development of new staff.

1. Responsible for new employee orientation and training as needed to assure quality work outcomes.
2. Identify appropriate ongoing training for both new and existing staff and report needs to management.
3. Serve as part of the program development team by providing information and support for the development of quality operations and maintenance of operations manual.

4. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for clients and all personnel.

E. Responsible for self-development

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training and complete required certifications, i.e. CPR, First Aid, etc.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires a Master's Degree and a, Licensed Clinical Social Worker (LCSW). A minimum of three (3) years' of experience in Social Work or a related field and/or three (3) years of equivalent experience working with the population. CADC certification or demonstrated experience working in alcohol/drug recovery programs is required. Two to three years of supervisory experience required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to homelessness, substance abuse, young adults, minorities, and persons with disabilities. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Must have a valid Driver License, proof of insurance, and clean driving record.

KNOWLEDGE OF:

1. Methods of techniques of individual and group counseling.
2. Psychological and sociological aspects of chemical dependency and the needs, attitudes, and behavior patterns of chemically dependent people.
3. Community resources for referral of client mental health needs.
4. Twelve Step philosophy and principles.
5. Process of addiction and recovery.
6. Low socio-economic and emotionally dysfunctional family dynamics.
7. Laws and regulations applicable to chemical dependency treatment programs.

SPECIFIC SKILLS REQUIRED:

Teamwork skills

Oral and written communication skills

Ability to de-escalate crises and assist residents and staff in emergencies

Organizational skills

Analytical and decision making ability

Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGQTQ, class, age, ability, religion, and language. Bilingual and

translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of a client in an emergency situation
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Division Director. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position supervises program staff.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of employees. The Manager is responsible for promoting company image and adhering to 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.

NUMBER OF EMPLOYEES:

Approximately 16 employees.

This Program Manager 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 _____