

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 psychosocial 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 (i.e. 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 and clean driving record are required.

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 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 _____