



Job Title: Program Manager
Department: Employment Services
Reports to: Director of Programs
FLSA Status: Exempt

OVERVIEW

This position is central to encouraging and supporting people with developmental delay or diagnosed with a disability (ID/DD) to lead self-directed lives and to participate fully in their community. Implement and augment person-centered plans toward a life of opportunity, well-being, freedom and contribution. Assist people in attaining their goals and making everyday choices around community access and inclusion, personal finances, physical well-being, relationships, employment, and recreation. Position offers opportunities to share personal talents. Requires creativity, excellent communication and a sincere commitment to improving the lives of people with disabilities. The employee must display professional integrity and encourage and contribute to the mission of Alpha Resource Center of Santa Barbara (Alpha) through empowering individuals, supporting families and building community.

DUTIES AND RESPONSIBILITIES

Responsibilities

- Report to the Director of Programs regarding job description, specific duties and matters of personnel policy related to own employment
- Responsible for development, implementation, and maintenance of comprehensive services and supports for participants in Employment Services (ES)
- Responsible for obtaining authorization for services from the referral agency or private paying party
- Responsible for comprehensive documentation of participant status, progress, needs and service plans
- Responsible for effective, ongoing communication of participant's status, within the agency and with family, care provider, or other authorized individuals
- Represent the mission and values of Alpha at all times
- Supervise and direct all Job Coaches, Case Managers, Job Developers, and future ES staff positions
- Develop comprehensive staff training curriculum and staff access to outside training opportunities
- Develop the annual budget for ES and its core components
- Establish and maintain financial and operational status of ES including, petty cash, purchasing and participant time and wage reporting
- Promote dynamic quality services and supports

Participant Services and Supports

- Responsible for content, continuity, and effectiveness of overall ES
- Coordinate the utilization of comprehensive battery of assessment tools for all incoming and continuing participants, as appropriate and needed
- Coordinate with SE staff the ongoing reassessment and modification of services and supports to ensure responsiveness to changing needs
- Based upon an individual's Individual Program Plan (IPP), supervise the development of Individual Habilitation Service Plans (IHSP) for all individuals enrolled in ES
- Supervise acquisition and maintenance of participant information in a secure but accessible filing system
- Develop and maintain an effective and valid system for documenting participant needs, status, and progress
- Assume responsibility for review and admission of new participants to ES, maintain census, manage wait list
- Ensure personal availability to all participants
- Ensure direct and effective response to all participant requests, concerns and/or grievances
- Encourage participant independence and choice

Staff Duties and Development

- Coordinate efforts of all staff to ensure unity and cohesiveness of effort
- Direct and assist all instructional staff in carrying out their assigned duties
- Complete staff performance evaluations and required
- Provide leadership and guidance to all staff
- Supervise or intervene in circumstances where participant behavior or needs exceed the manageable capacity of instructional staff
- Assign appropriate staff case responsibility for every participant
- Supervise and ensure documentation of out-of-agency, family or care provider communications regarding participants

Regulatory Compliance & Operating Policies and Procedures

- Ensure compliance with Health and Human Services, Title 22 (Department of Social Services, Community Care Licensing)
- Ensure compliance with Health and Human Services, Title 17 (Department of Developmental Services/Regional Centers)
- Ensure compliance with Alpha Personnel Policies
- Ensure compliance with Alpha Purchasing and Fiscal Policies
- Ensure compliance with Alpha Adult Services Vision Statement

Outside Agency Coordination

Develop and maintain a working relationship and good communication with outside agencies and service providers to promote the coordination and extension of services for each participant.

Management Team

- Attend and actively participate as member of the Alpha Management Team
- Report to the Board of Directors, as necessary
- Establish own professional goals and priorities in consultation with the Director of Programs
- Keep abreast of developments in the field of ID/DD
- Perform other duties as assigned by the Executive Director

HOURS OF WORK

Work hours will be fixed per the demands of the department. Regular attendance, punctuality and diligent work performance are expected and required. Prepare and participate in staff meetings (Departmental or All-Staff), workshops, and program-wide training that promotes professional growth.

SUPERVISORY RESPONSIBILITIES

Job Coaches, Case Managers, Job Developers, and future ES staff positions

QUALIFICATIONS

The employee must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Appropriate training will be provided where necessary, and specific assistance in refreshing the employee in those areas where appropriate.

- Eligible to work in the United States
- Fingerprint clearance through Department of Justice
- Medical Clearance
- Be at least 21 years of age
- Valid CA driver license, reliable personal vehicle with evidence of insurance
- Acceptable Driving record to meet Alpha insurance criteria
- Knowledge of office practices and office equipment
- Ability to safeguard confidential information obtained during employment
- Ability to work both individually and as a team member and prioritize work
- Must be able to establish rapport and communicate with participants of diverse cultural, educational, and mental/physical ability
- Demonstrates competency in Individualized Service Planning.
- Demonstrates competency and training in Service Coordination

- Demonstrates understanding of the delivery of service system for individuals with ID/DD, both at the local and state level
- Demonstrated competency and training in behavior management
- Demonstrated competency in curriculum development

EDUCATION and/or EXPERIENCE

B.A. in Psychology, Rehabilitation, or related field, or combination of college and paid employment in a human services field. Four years paid, full-time employment in ID/DD field and at least two years in a supervisory capacity. Well-organized and able to effectively communicate verbally and in writing to a diversity of individuals and situations. First-aid and CPR certification.

LANGUAGE SKILLS

The ability to read, write, and speak English clearly is mandatory. The ability to communicate information to other employees, participants, family members as well as management in a clear and concise manner is essential.

REASONING ABILITY

Employee is able to apply common sense understanding to carry out instructions, either written, oral, or diagram form. Must possess the ability to deal with problems involving several variables in any standardized situation. Must be able to prioritize tasks and activities in a manner consistent with direction from supervisor.

PHYSICAL DEMANDS

The employee must have the upper body strength to be able to safely lift and/or move up to 35 lbs. unassisted. Employee must be able to bend, squat, push, pull and climb stairs.

The employee is regularly required to sit, talk, and hear. The employee frequently is required to use hands to handle or feel equipment, paper, or files. The employee must be able to operate a computer keyboard as well as see a computer monitor display screen. The employee must be able to operate a smart phone. The employee is occasionally required to stand, walk, and reach with hands and arms. Specific vision abilities required by this job include close vision.

This position requires the manual dexterity and adequate vision to read written materials, enter data into a computer, adequate hearing and verbal communication skills to conduct conversations (in person or on the telephone) and interact with staff and others to perform duties.



WORK ENVIRONMENT

The work environment would generally described as an office setting. Regular trips off-site to work in a community setting is dependent on the work area for the participant served, which includes indoor and outdoor areas in the community or at one of Alpha’s various facilities. The ability to move within all of these areas is required in the execution of the employee’s functional activities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and the illumination of the work area is primarily with fluorescent artificial lighting but will vary.

EMPLOYEE PRINT NAME	SIGNATURE	DATE
SUPERVISOR PRINT NAME	SIGNATURE	DATE

Employment is by mutual agreement of the employer and employee. Employment may be terminated with or without cause and notice, at either the option of the employee or employer. Employer and employee further agree that no manager, supervisor or employee of Alpha Resource Center of Santa Barbara has the authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will.