

POSITION DESCRIPTION

**PROGRAM MANAGER II**

Community Residences  
Center for Adult Developmental Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: PROGRAM MANAGER II

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position. The incumbent serves as the Manager of a congregate residential program. In this capacity, he/she has responsibility for the daily operations of congregate residential programs for adults with intellectual disability, including supervision of staff, client training and treatment, and facilities management.

The incumbent reports to the Director II and receives general supervision, referring situations to the supervisor when clarification or interpretation of policy is needed. In carrying out position duties, he/she performs in accordance with applicable professional ethics and established Region Ten policies. The incumbent is expected to function with initiative, as well as utilize independent judgment.

The essential functions of this job are starred below (\*) under "Major duties."

MAJOR DUTIES:

1. \*Oversees all aspects of client services through supervision and coordination of the planning, delivery and evaluation of 24-hour services and care for residents.
2. \*Manages regularly scheduled full and part time staff through recruiting, hiring, training, scheduling, supervision and evaluation of all members of the team.
3. \*Assures compliance with federal, state and three different regulatory body standards. Monitors daily operations, supervises development of clients' service plans (goals, objectives and treatment strategies) and scheduling to ensure compliance with regulations and appropriateness of services to meet client needs. Complies with all agency and services policies and procedures including the Home and Community Based Rights policy.
4. \*Manages the facilities by initiating and coordination services/repairs to maintain the homes in a safe and attractive manner. Modifies environments/materials as needed to respond to residents' physical and cognitive needs.
5. \*Coordinates client services with outside resources and interdisciplinary team members; ensures continuity of treatment strategies and goals/objectives with day support and other providers; assists these services in developing the technical skills to provide like services; and links up residents with ancillary services (medical/OT/PT, etc.) in the community.
6. \*Manages house and residents' accounts, maintains knowledge of current client budget's status and monitors expenses accordingly; assists Director in annual budget development, revisions and cost reports; authorizes and forwards payroll transaction documents to payroll; authorizes and submits staff time sheets.
7. \*Maintains records of service data/units for Region Ten.
8. \*Serves in on call rotation for resident emergencies/behavioral emergencies.
9. Oversees the development of Instructional Service Plans for residents
10. Acquires and maintains valid certification in First Aid, CPR, medication administration, non-aversive behavior management and defensive driving in order to ensure the safe and efficient operation of the residence and to comply with state/federal residential staffing requirements.
11. Teaches various ongoing trainings which are required for their staff.
12. Provides a conduit for agency information to be communicated to all staff that are supervised.
13. Participates as part of a team. As a team member, one must be positive, communicate clearly, be respectful, flexible, follow through with tasks, share the work and open to change.
14. \*Maintain acceptable driving record so as to drive staff and clients as needed.
15. \*Able to perform CPR and First Aid when a situation requires these activities.
16. \*Works vigorously to fill program vacancies. Evaluates program applicants for appropriateness of service.
17. \*Displays professional behavior; works effectively with individuals and team; communicates professionally and with respect to confidentiality, maintains good interpersonal relationships; works with teammates to problem-solve; and executes services delivery with attention to safety and quality of care.
18. \*Must be able to use a computer effectively to document consumer care in the electronic record; to create word documents and communicate effectively in writing reports, emails and correspondences in concise and grammatically correct manner.

QUALIFICATIONS:

To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. Baccalaureate degree in a human service field (special education, psychology, social work) and four years applicable work experience in human services including at least one year of supervision is required. The incumbent

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must be able to perform all duties including physically assisting individuals with wheelchair transfers, which will require lifting, and assistance with personal care/hygiene tasks. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

#### Knowledge of:

- a. Characteristics and service needs of persons with intellectual disability, autism, mental illness, behavioral disorders, language disorders, epilepsy, cerebral palsy and other sensory impairments
- b. Assessment and intervention strategies with persons with severe, multiple disabilities (counseling, training, etc.)
- c. Strategies for modifying physical environments and tools to augment limited abilities
- d. Non-aversive behavioral management techniques/crisis intervention skills
- e. Sign language and alternative communication systems
- f. Financial management and accounting principles and procedures
- g. Principles and practices of staff recruitment, hiring, supervising, training and evaluating
- h. Principles and practices of team development and management by objectives
- i. Strategies of program evaluation
- j. Specific local, state and federal regulations
- k. Philosophies of normalization/ integration
- l. Medical conditions
- m. Basic first aid
- n. Medication management and CPR

#### Skills in:

- a. Client needs assessment, service planning, development of rehabilitative programs and evaluation of individual progress
- b. Counseling and behavioral management skills with dually-diagnosed persons
- c. Management of aggressive behaviors
- d. Use of augmentative communication systems with language impaired persons
- e. Organizing records
- f. Service delivery and staffing patterns
- g. Negotiating services with contractual and other agencies
- h. Communicating job responsibilities and expectations to staff and measuring performance outcomes
- i. Staff development and empowerment
- j. Creating and managing financial systems and records
- k. Managing medical emergencies
- l. Assisting families in reaction residents' short and long term needs

#### Abilities to:

- a. Carry out established policies and procedures
- b. Organize a complex and comprehensive array of integrated services for each resident and program in general
- c. Organize and maintain a complex record keeping system to document and monitor services
- b. Work effectively with and through a large staff to meet program goals – i.e., to translate policies and procedures and standards into daily practices
- c. Model professional attitudes and develop staff so that they can perform their functions
- d. Work effectively with contractual services to coordinate plans and assist in delivering quality programs
- e. restructure physical environments to meet needs
- f. Quickly assess and react to client and program emergencies
- g. Direct and lead day to day operations of a 24 hour organization
- h. Allocate resources to appropriate needs
- i. Operate within a budget
- j. Drive defensively
- k.

#### MANAGER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Manager Performance Evaluation Standards.

POSITION LOCATION: Various Region Ten City and County Residential Program Sites.

#### POSITION ORGANIZATION CHART

Director II  
|  
Program Manager I

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GRADE: 12

SCHEDULE: 40 hours weekly – to be determined

Position Description Updated: January 1, 2013, July 26, 2019

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, and abilities) included in this description. I also understand the performance standards as they apply to this position.

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Signature

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Name Printed

\_\_\_\_\_  
Date