

JOB DESCRIPTION

Position Title:	Program Manager – Community Services Program
Classification:	M4
Minimum Qualifications:	<p>Master’s degree in education, social work, psychology, sociology or Registered Nurse (Baccalaureate); Three years broad personnel management responsibilities in psychiatric or group care settings for youth and families with demonstrated supervisory abilities; Ability to manage system of care for multiple service delivery mechanism. Supervisory experience preferred.</p> <p>Preferred LPC and/or LMFT license and/or receive within 2 years.</p> <p>Provide proof of current, valid Oregon Driver’s License (or if out-of-state will obtain Oregon license within 30 days), comprehensive automobile insurance (if applicable) and a safe driving record (minimum of 3 yrs.) to use company or personal vehicle for required duties.</p>
Status:	EXEMPT
Supervisor:	Community Services Director
Degree Of Supervision:	Formal weekly conferences or as needed
Positions Supervised:	Oversight responsibility for all program staff; direct clinical and administrative supervisory responsibility for Assistant Program Manager, Treatment Foster Care Specialist and other personnel as assigned.

Essential Duties, Responsibilities and Core competencies:

- I. **PROGRAM OPERATIONS**
 - A. Coordinate program operations, including daily and weekly schedule/calendars.
 - B. Coordinate event and activities planning, group-wide and individual scheduling issues.
 - C. Develop and maintain program structures and guidelines.
 - D. Complete ancillary tasks and responsibilities related to program operation.
 - E. Develop and maintain staff schedule.
 - F. Grant emergency leave time, planned vacation time, etc., ensuring adequate respite.

II. SUPERVISE PERSONNEL

- A. Provide direct one-to-one clinical and administrative supervision to the program staff. Direct clinical and administrative supervisory responsibility Assistant Program Manager, Treatment Foster Care Specialists and other personnel as assigned.
- B. Maintain supervisory documentation.
- C. Conduct annual administrative performance appraisals for direct supervisees and contribute observations on other program staff to their supervisors as appropriate.
- D. Guide, assist and direct program staff in developing and completing QI projects and monitors.
- E. Develop and track staff schedules and ensure accurate timekeeping and timely completion of timesheets.
- F. Track staff absences and ensure timely supervision when necessary in accordance with agency personnel policies.
- G. Addresses issue(s) of concern with supervisees immediately or at the next supervision session; documents having addressed the issue (s) and action or follow up; follows up on supervision action items and documents outcome.
- H. Ensure policies, procedures, and practice guidelines are consistently followed by staff.
- I. Provide foster parent oversight for the Crisis Respite home in Medford, Oregon, including recruitment, foster parent licensing, training oversight and identifying coverage.
- J. Provide oversight for: foster parent recruitment, training, foster parent home, documentation requirements and home certifications.

III. ADMINISTRATIVE DUTIES

- A. Provide leadership and direction to the program and its employees.
- B. Assist in development and maintenance of program policies and procedures.
- C. Attend and participate in scheduled and ad hoc program planning meetings.
- D. Facilitate Staff Meetings.
- E. Conduct other administrative tasks as directed.
- F. Attend to safety and physical plant issues as they arise.
- G. Complete the administrative requirements for the Treatment Foster Care case-load, to include requirements for Department of Health and Human Services (DHS), Behavior Rehabilitation Services, Foster Care Licensing and Joint Commission Standards.
- H. Ensure that minutes are taken at all meetings and that these minutes are posted and read.
- I. Ensure that the "Practice Guidelines" manual is current and routinely updated.
- J. Ensure that supervisees' clinical documentation is produced in timely and thorough fashion.
- K. Participate in Clinical Management Team.
- L. Assure timely and adequate documentation regarding all program QI activities.
- M. Assure timely production of program-wide uniform clinical documentation.
- N. Track incident reports and ensure reportable incidents are reviewed and faxed to the state within one business day.
- O. Perform all other duties as assigned by manager/supervisor.

IV. CLINICAL

- A. Provide weekly individual and family therapy (Biological family and foster family) as well as skills training to youth in Treatment Foster Care homes.

- B. Provide overall leadership and direction to the Community Services staff.
- C. Maintain ongoing awareness of issues related to client care as they occur.
- D. Demonstrate understanding of child and adolescent developmental levels and treatment needs through interaction with residents and participation in clinical staffing.
- E. Provide Case Management to all youth in the program, and facilitate Care Team Meetings with all community partners and Department of Human Services (DHS) Case Workers.
- F. Facilitate and manage successful discharge planning with youth and their biological families.
- G. Ensure that all documentation is completed according to program guidelines and Behavior Rehabilitation Services (BRS) standards.
- H. Attend academic meetings to support and advocate for the youth as needed.

V. LEADERSHIP

- A. Demonstrate and communicate knowledge of agency's policies, practice guidelines and information pathways.
- B. Demonstrate flexibility adapting to program change.
- C. Model good communication skills.
- D. Participate in supervision, accept feedback and offer feedback to others.
- E. Demonstrate a high level of professionalism and professional boundaries at all times.
- F. Provide leadership to a team that concentrates on a specialized component of program management and tasks as assigned.
- G. Attend all BRS meetings and follow changes with relevant OARS and other Behavior Rehabilitation Services (BRS) guidelines/rules.
- H. Demonstrate the ability to identify and address program challenges and/or potential risks to staff, foster parents, and/or the youth.
- I. Participate in the training of new foster parents.

VI. SAFETY OF WORK ENVIRONMENT

- A. Perform all work tasks in a proper and safe manner per established policies, procedures and guidelines.
- B. Cooperate with other staff and demonstrate respect for other staff, youth and visitors to the facility.
- C. Demonstrate ability to establish positive relationships while maintaining boundaries with youth, families, co-workers and community partners.
- D. Contribute to ensuring the work environment is safe and well maintained to prevent unnecessary injury, time loss and agency expense.
- E. Comply with all federal, state and agency health and safety reporting requirements.

Employee Signature X _____ Date: _____