

**Job Description – L.I.F.E. on the Coast Program Manager**

**Primary Job Description:** The Program Manager is primarily responsible for coordinating and managing clients’ Individual Program and Service Plans relating to Community Integration Services.

**Preferred Qualifications:**

1. B.A. in a human services field or equivalent experience.
2. Two or more years experience in case-planning, educational or equivalent experience.
3. Knowledge of the field of developmental disabilities.
4. Experience in Microsoft Word and Excel
5. Ability to apply general principles of social adjustment to the specific needs of individuals, including thinking creatively and developing innovative solutions to problems.
6. Ability to communicate to the Director the changing needs of the program.
7. Ability to communicate with other department managers
8. Ability to communicate well with a wide variety of individuals including some with unique communication styles.
9. Ability to assume and delegate responsibility.
10. Ability to be flexible, patient and handle a variety of situations.
11. Ability to use tact, diplomacy and treat people with respect and dignity.
12. Ability to apply general principles of training to specific client needs.
13. Ability to supervise staff that will be working independently.
14. Own an automobile in safe condition with insurance coverage at the minimum required by PFI.
15. Must have a telephone.
16. Be of good character, with a reputation of personal integrity.
17. Ability to maintain confidentiality
18. Pass background check

<b>Responsibilities</b>	<b>Specific Duties (EF= Essential Function)</b>
<b>Provide intake and monitor ongoing cases.</b>	<ol style="list-style-type: none"> <li>1 Utilizing a ‘circle of support’ and based on each participant’s interests, abilities and preferences, assist in developing a schedule of activities and strategies in a daily/weekly or monthly plan. <b>EF</b></li> <li>2 Conduct initial intake interview. <b>EF</b></li> <li>3 Provide for assessment of consumer needs. <b>EF</b></li> <li>4 Provide for orientation of new consumers. <b>EF</b></li> <li>5 Develop and maintain individual program plans for each consumer. <b>EF</b></li> <li>6 Assign staff to be involved in individual program plans. <b>EF</b></li> <li>7 Provide periodic reports on consumer progress. <b>EF</b></li> <li>8 Attend appropriate Individual Program Plan meetings with clients of and at Redwood Coast Regional Center <b>EF</b></li> <li>9 Assist client and appropriate family, guardian, and other participants in client’s life with support strategies for successful outcomes. <b>EF</b></li> <li>10 Develop and maintain network(s) of support for individual clients and program. <b>EF</b></li> </ol>
<b>Maintain case and other records.</b>	<ol style="list-style-type: none"> <li>1 Initiate and maintain case records. <b>EF</b></li> <li>2 As a mandated reporter, fill out special incident report forms as needed. <b>EF</b></li> <li>3 Provide reports as required. <b>EF</b></li> <li>4 Conduct yearly employee evaluations. <b>EF</b></li> <li>5 Responsible for ordering and/or purchasing supplies and program budget, which</li> </ol>

	<p>includes petty cash records. <i>EF</i></p> <p>6 Provide annual program evaluation statistics and analysis. <i>EF</i></p> <p>7 Oversee maintenance of daily, monthly, and quarterly records, including accuracy and timeliness of staff time sheets related to accounting office and billing. <i>EF</i></p>
<b>Record Keeping and Billing.</b>	<p>1 Keep records for monthly billing and paperwork to DDS, RCRC, etc. <i>EF</i></p> <p>2 Track monthly authorizations. <i>EF</i></p> <p>3 Develop and maintain case records and information for consumers. <i>EF</i></p>
<b>Supervise and Direct Staff.</b>	<p>1 Hire, train and supervise staff. <i>EF</i></p> <p>2 Fill in for staff when needed. <i>EF</i></p> <p>3 Perform annual staff evaluations. <i>EF</i></p> <p>4 Hire, train and supervise Assistant Coordinator and Program Assistants. <i>EF</i></p> <p>5 Develop training program for all staff. <i>EF</i></p> <p>6 Develop and monitor safety procedures. <i>EF</i></p> <p>7 Schedule and direct staff in carrying out specifics of Individual Service Plans. <i>EF</i></p> <p>8 Monitor and ensure necessary quantity of and quality implementation of services by support staff. <i>EF</i></p> <p>9 Schedule and conduct appropriate staff meetings, including necessary staff trainings. <i>EF</i></p> <p>10 Schedule staff work times. <i>EF</i></p> <p>11 Handle disciplinary problems when required including termination. <i>EF</i></p> <p>12 Ability to maintain all legal requirements required. <i>EF</i></p>
<b>Participate on the management team.</b>	<p>1 Attend weekly management meetings. <i>EF</i></p> <p>2 Assist the executive director in the development of policies that affect case planning and other areas of responsibility. <i>EF</i></p> <p>3 Provide input into the quarterly newsletter in area of expertise. <i>EF</i></p> <p>4 Work with Executive Director to develop and maintain annual budget for program. <i>EF</i></p> <p>5 In emergencies fill in for other coordinators/managers.</p>
<b>Communication</b>	<p>1 Communicate to the board of Directors through monthly reports. <i>EF</i></p> <p>2 Communication with PFI management team at weekly meetings. <i>EF</i></p>
<b>Act as an agency liaison.</b>	<p>1 Meet with other PFI program coordinators, Regional Center staff, parents, care-providers, and consultants regarding client needs, or other issues relating to community-based services for people with developmental disabilities. <i>EF</i></p> <p>2 Promote good relations for program and for PFI with above, local, state and other agencies, as well as with individuals and the community at large. <i>EF</i></p>
<b>Consult with Supervisor</b>	<p>1 Notify Executive Director of problems or barriers to success of program and seek advice as needed for problem solving. <i>EF</i></p> <p>2 Work with Executive Director to insure compliance with all requirements and success of overall program goals. <i>EF</i></p>
<b>General Responsibilities</b>	<p>1 Promote respectful and dignified relationships with and between people with developmental disabilities. <i>EF</i></p> <p>2 Advocate for program participants to have a quality life. <i>EF</i></p> <p>3 Present a positive image of the service and PFI in the community and act as a liaison. <i>EF</i></p> <p>4 Model positive adult interactions with participants in the community that we wish others to adopt. <i>EF</i></p> <p>5 Communicate with families, the PFI board of directors, other program coordinators and agencies to insure participants changing needs are met. <i>EF</i></p> <p>6 Keep informed on changing trends. <i>EF</i></p> <p>7 Provide reports to Board of Directors and the Executive Director. <i>EF</i></p>

- 8 Keep informed and knowledgeable about Title I, Title 17 and ADA issues. **EF**
- 9 Filling in for other staff when required. To include, breaks, lunches and days off **EF**
- 10 Order all supplies for smooth daily operations. **EF**
- 11 Follow Parents and Friends personnel policy Handbook. **EF**
- 12 Maintain and implement a protocol for services to clients in emergency situations. **EF**
- 13 Fill in for direct service staff in times of emergency. **EF**

**Other tasks as assigned. EF**

**REPORTS TO: Director of Community Integration**

**SUPERVISES: L.I.F.E. on the Coast Support Staff.**

I have read and understand the above Job Description and an able to perform all of the described essential functions:

\_\_\_ With no accommodation

\_\_\_ With accommodation. *Describe the accommodation:*

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Signature of Employee Performing Above Job Description

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Month

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Day

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Year