

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

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**Reports To:** Director of Community Integration Services

**Supervises:** L.I.F.E. on the Coast support staff

**Position Overview:** Under the direction of the Program Director, the LIFE on the Coast Program Manager is responsible for overseeing and managing Learning Independence From Experience or L.I.F.E. on the Coast, ensuring compliance with program goals and requirements. Applies general principles of social adjustment to the specific needs of participants, including thinking creatively, developing innovative solutions to problems and using person-centered thinking. Coordinates and manages participant Individual Program Plans (IPPs) and Individual Service Plans (ISPs) related to Community Integration Services. Collaborates with other PFI programs to provide participant support. Ensures impartial treatment of all staff through proper practices and employment policies throughout the department. Ensures that all policies are applied fairly and consistently to all employees. This is a full-time, non-exempt position.

### **Essential Duties & Responsibilities:**

#### **A. Participant / Client Support Services**

1. Assists in evaluation & provides intake on new referrals; monitors ongoing cases.
2. Provides orientation for new participants and develops an Individual Service Plan (ISP) for each participant; develops activities and strategies to implement each participant's ISP based on individual needs and preferences. Schedules and directs staff in carrying out specifics of IPPs and ISPs.
3. Attends Individual Program Plan (IPP) meetings with participants and interdisciplinary teams to establish individualized goals and objectives for ISPs.
4. Provides assessments of individual participant needs and assists participant and appropriate family, guardian, and others in participant's life with support strategies for successful outcomes.
5. Provides ongoing coordination of support services for participants; arranges resources.
6. Develops and maintains network(s) of support for individual participants and CIS program.
7. Utilizing a 'circle of support' and based on each participant's interests, abilities and preferences, assists in developing a schedule of activities and strategies in a daily, weekly or monthly plan.
8. Adheres to the rights and privacy of participants and maintains confidentiality of information (as per HIPAA guidelines).
9. Maintains a protocol for services to participants in emergency situations.

#### **B. Case record management and other required documentation**

1. Initiates and maintains case records.
2. Ensures timely completion of all progress reviews and reports, and other service documentation (ISPs, Special Incident Reports, etc.).
3. Provides quarterly and annual program evaluation statistics and analysis for Outcomes Reports.
4. Oversees and maintains daily, weekly and monthly billing reports, including accuracy and timeliness of staff time sheets.
5. Responsible for maintaining program supplies, submitting purchase orders as needed.
6. Maintains Petty Cash and submits report monthly to accounting office.

### **C. Staff Management and Supervision**

1. Communicates to Director the changing needs of program; problems or barriers to program success.
2. Responsible for interviewing, hiring, direct supervision, discipline, and on-going training of L.I.F.E. program staff with input from Director.
3. Completes staff performance reviews in a timely manner.
4. Ensures that staff maintain accurate documentation on all clients; performs regular audits to ensure compliance.
5. Teaches and mentors staff to provide a high level of care in a safe environment
6. Coordinates staff scheduling.
7. Schedules and conducts regular staff meetings
8. Ensures staff completes required and recommended trainings.
9. Reviews and approves staff reimbursements requests, timesheets and PTO requests.
10. Fill in for staff when required, including breaks, lunches, days off or in case of an emergency.

### **D. Agency Liaison**

1. Meets regularly with other PFI program managers, Regional Center staff, parents, care providers, and consultants regarding client needs, or other issues relating to community-based services for people with developmental disabilities.
2. Promote good relations for the program and for PFI with above, local, state and other agencies, as well as with Individuals and the community at large.

### **E. Other general responsibilities**

1. Promotes respectful and dignified relationships with and between participants.
2. Ensures a safe and secure work environment, following PFI's Safety Plan.
3. Maintains a professional manner in all aspects of the job.
4. Maintains punctuality, confidentiality and ethical practices.
5. Keep informed about California Title 1, Title 17 and ADA issues.
6. Other duties as assigned.

### **Qualifications and Knowledge, Skills and Abilities:**

1. B.A. or B.S. degree in a human services field or equivalent experience.
2. Two or more years proven leadership and hands-on experience training and managing staff
3. Two or more years of experience in case-planning, educational or equivalent experience.
4. Knowledge in the field of developmental disabilities.
5. Excellent organizational, written and oral communication skills
6. Ability to interact effectively with persons of all backgrounds and communication styles
7. Demonstrated ability to work effectively with program staff, other departments and cooperatively with diverse external collaborators (parents, family, Regional Center, other agencies).
8. Ability to apply general principles of social adjustment to the specific needs of individuals, including thinking creatively and developing innovative solutions to problems.
9. Be of good character with a reputation of personal integrity.
10. Ability to be flexible and patient; using tact and diplomacy in a variety of situations, treating people with respect and dignity.
11. Ability to supervise staff with work independently.
12. Required: Background check and fingerprint clearance, TB clearance, current CPR and First Aid Certification (or completed within 30 days of hire), valid California driver's license with access to a reliable personal vehicle that can be used for company business, clean DMV printout with current personal automobile insurance.
13. Microsoft Office experience required; Google Suite helpful.
14. Bilingual helpful (English/Spanish)

**Hours of Work:** Monday through Friday, 8:30 to 5:00 with additional hours required at irregular intervals.

**Benefits:** Standard benefits program as outlined in the Personnel Policy Manual which includes medical, dental, vision and life insurance, 403(b) plan and paid time off.

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

With no accommodation     With accommodation, describe the accommodation:

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Employee Name

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Employee Signature

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Date