

Position Title:           **Program Manager**  
Reports to:             Service Coordinator

Overview: This position acts as a team leader to develop, plan and implement comprehensive residential services for an individual with an intellectual disability who owns their own home or apartment. The scope of the Program Manager's responsibility encompasses the management and supervision of residential supports, working in conjunction with the Service Coordinator, to meet 24 hour-a-day, 7 day-a-week residential needs.

The Program Manager is required to hire, train and provide supervision to respite staff, and to provide coverage for two 24-hour shifts per week. They are responsible for the oversight and management of the individuals respite budget. They are responsible for ensuring that staff follow the service plan goals and objectives to maximize the independence of individuals through skill acquisition and community inclusion while maintaining health and safety.

Educational Requirements: Bachelors' Degree in human services-related field (or equivalent experience), plus two years experience in developmental services. Previous supervisory experience preferred.

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### **Areas of Accountability:**

#### Residential Management:

- ✓ Manage the residential care of the individual, twenty-four (24) hours per day
- ✓ Provide the level of supervision described in the individual's ISA, and in accordance with any support plans, protocols or court orders.
- ✓ Responsible for being the Employer of Record and following all labor law requirements.
- ✓ Recruit, hire & fire, train, supervise, and coordinate the schedule of a varying number of respite providers to ensure that 24 hour-a-day, 7 day-a-week of residential supports is maintained.
- ✓ Responsible for two 24 hours shifts per week.
- ✓ Responsible for management of assigned respite budget to maintain 5 day a week of coverage, typically in 24-hour shifts. Ensuring that staff do not go into overtime as to not put the individual's respite budget at risk of lack of funding.
- ✓ Responsible to find or provide coverage in the event a respite staff calls out for their shift.
- ✓ Responsible for being available 24/7 to ensure the safety and residential supports of the individual, working in collaboration with CCS on call staff when emergent situations arise.
- ✓ Give prior notification to the Agency when taking Individual on any prolonged trips.
- ✓ Maintain a residence for the Individual that continually meets the safety and accessibility standards of the Vermont Developmental Disabilities Services Division and that promotes respect for the Individual's rights as defined in the Vermont Developmental Disabilities Act
- ✓ Per Vermont requirements, ensure that the Individual receives home supports in a smoke free environment.

#### Medical

- ✓ Ensure appropriate medical trainings are taken and provided to all respite staff including, but not limited to, medication administration, delegations and special care procedures

- ✓ Ensure regular visits or contacts with the Individual during hospitalization, as appropriate to medical and social needs and determined by the team
- ✓ Notify Agency staff as soon as possible if the need for emergency services arises.
- ✓ Ensure that all medications and drugs are used only as prescribed by the Individual's physician and in accordance with established State or Agency guidelines for the administration of medications. Ensure that all medications are labeled and safely secured. Ensure that all medication administrations are documented at the time the medication is given.

Staff Supervision:

- ✓ Responsible for hiring, firing, training, and supervising a varying number of respite workers.
- ✓ Furnish the Individual's relevant information obtained from the Agency to all staff.
- ✓ Utilize an Intermediary Service Organization (ISO) approved by the Developmental Disabilities Services Division and follow all the fiduciary and legal responsibilities that apply to an employer
- ✓ Ensure that all workers have read and signed the "Disclosure to Home Providers/Respite Workers"
- ✓ Follow DAIL background check policy and notify Agency of any questionable results.

Other:

- ✓ Participate in the development of the Individual's ISA and Individualized Education Program (IEP), if applicable, and implement the goals, objectives, or outcomes set out in those documents.
- ✓ Participate in consultations and team meetings with Agency professional staff, case managers, consulting nurses, and other community service providers (e.g., speech, physical therapy, psychologists, etc.) and provide Agency representatives access to the Individual for such consultations.
- ✓ Actively participate in home visits

Documentation:

Document service provision and other required information to provide quality service and ensure compliance with regulatory standards and funding allocation such as:

- Records as identified in the ISA with supporting data provided monthly or as outlined in the ISA.
- Completion of incident reports in accordance with State and Agency policy.
- Records and recommendations of all medical personnel and other professional service providers, including applicable Medication Administration Records.
- Maintain all critical incident reports within State and Agency Guidelines.
- Maintain required employee records in accordance with labor laws and the responsibilities of being an Employer of Record.

**Required skills:**

- ✓ Supervisory ability
- ✓ Management of budgetary resources
- ✓ Proven team leadership ability
- ✓ Knowledge of crisis de-escalation and intervention strategies
- ✓ Strong organizational and multi-tasking skills

- ✓ Excellent interpersonal, writing and communication skills
- ✓ Excellent judgment and independent decision making skills
- ✓ Ability to research and network with local community resources and agencies.

**Professional Expectations:**

- ✓ Exhibits commitment to philosophy of community inclusion, self determination and individualized growth for people with developmental disabilities. Exemplifies these philosophies to the community.
- ✓ Patient, insightful, respectful and compassionate approach to people with developmental disabilities, particularly while providing intense behavioral, emotional or personal care support.
- ✓ Work as a leader and/or member with client support teams and agency teams.
- ✓ Ability to provide personal care, support with medical needs and medication administration, behavioral supports and other support in a person's individual support agreement.

**Access to Information:**

In accordance with all HIPAA requirements, Program Manager have authorized access to the following documentation/ records:

- ✓ The complete individual record set as necessary to fulfill job requirements.