

Position Title:           **Senior Manager I**  
Reports to:             Associate Director

Overview: This position acts as a team leader to develop, plan and implement comprehensive services for individuals with developmental disabilities and their families as well as additional leadership and administrative tasks which support Service Coordinators. The scope of the Senior Manager's responsibility encompasses the management and supervision of all services determined necessary to meet 24 hour-a-day, 7 day-a-week support needs including residential, day support, respite supports, clinical and crisis supports. In addition, the Senior Manager acts as a leader and resource to the Service Coordinators and manages special projects or tasks as delegated by the Program Director including acting on behalf of Program Director in their absence.

Senior Managers are required to provide supervision to staff and residential supports and act as a resource to Service Coordinators. They are responsible for oversight of individualized Medicaid waiver budgets and for ensuring that all state and federal regulatory requirements are met so as not to jeopardize funding. Ensure that direct service staff follows the service plan goals and objectives to maximize the independence of individuals through skill acquisition and community inclusion while maintaining health and safety. Requires comprehensive understanding of the Vermont System of Care Plan & the Personnel Policy Manual.

Educational Requirements: Bachelor's Degree (or equivalent experience) in human services-related field, plus two years' experience in developmental services. Previous case management and supervisory experience required.

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**Required skills:**

- ✓ Outstanding supervisory ability
- ✓ Understanding of fiscal and management principles and practices
- ✓ Exemplary team leadership ability
- ✓ Knowledge of crisis de-escalation and intervention strategies
- ✓ Strong organizational and multi-tasking skills
- ✓ Excellent interpersonal, writing and communication skills
- ✓ Exemplary judgment and independent decision-making skills
- ✓ Ability to research and network with local community resources and agencies
- ✓ Ability to enhance others skills through leadership and mentoring
- ✓ Comprehensive understanding of the Vermont System of Care Plan

**Areas of Accountability:**

A) Team Supervision:

- ✓ Provide supervision to assigned Service Coordinators utilizing best practices for team building and enhancing capacity.
- ✓ Provide leadership to service teams. Responsibilities include:
  - Fostering collaborative approach to service delivery
  - Provision of training on regulatory updates and changes
  - Develop and manage individualized service budgets

- ✓ Supervision & oversight of Home Base. Communicating all state and agency regulations and ensures compliance of the program.
- ✓ Provide leadership, mentoring and act as a resource for all Service Coordinators.
- ✓ Responsible for quality assurance of state required individual documentation of Service Coordinators.
- ✓ Responsible for training of new Service Coordinators.
- ✓ Responsible for hiring a varying number of Community Inclusion Facilitators.

B) Other Duties:

- ✓ Leads the clinical committee in best practices and positive supports.
- ✓ Therapeutic Options & Physical Interventions Trainer.
- ✓ Provides crisis management supports as needed.
- ✓ Participate in the on-call rotation to provide evening and weekend supports as needed.
- ✓ Lead writer and presenter of Funding Proposals
- ✓ Manage and report State Waiting list
- ✓ Works with Program Director and Executive Director on waiver updates
- ✓ Assists with Service Coordination as needed.

C) Documentation:

- ✓ Document service provision and other required information to provide quality service and ensure compliance with regulatory standards and funding allocation.

**Professional Expectations:**

- ✓ Represents the agency's philosophy of positive behavior supports and best practices for individuals with developmental and intellectual disabilities.
- ✓ 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, Service Coordinators have authorized access to the following documentation/ records:

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