



Position Title:	Program Manager - Community Services/Life Sharing
Classification:	S5/S6
FLSA Status:	Exempt
Salary Range:	
Program Location:	Community Services
Reports to:	Program Coordinator
Supervises:	Life Sharing Partners/Community Living Specialists

DESCRIPTION:

The Program Manager for Community Services will have responsibility for operational leadership and supervision of direct support professionals and life sharing partners delivering services in support of Mainstay's Mission; to provide life-long, high-quality support services, ensuring that people with intellectual disabilities and autism lead fulfilling lives. The primary responsibilities of the program manager for community services and life sharing include ensuring health and safety of the people supported, maintaining daily operations, and managing administrative activities necessary to meet all the federal, state, and local requirements.

RESPONSIBILITIES:**Managing Daily Operations**

- Coordinating and Monitor supports provided to people in their homes and community with the intent of helping people to have valued social roles.
- Financial management of the program cost centers assigned to the program manager; including ensuring daily billing, electronic visit verification procedures, daily time and attendance tracking, and managing program expenses.
- Supporting the person served and their household members to serve as a support for managing progress of the goals in the person served individual support plan; becoming familiar with their likes and dislikes, routines, and preferences and encouraging and supporting the person in ways that will bring out the best in them.
- Coordinating and managing the schedule for services and supports.
- Supporting problem solving
- Responding to emergency situations as they emerge.

Supervision & Oversight

- Personnel management for the program operations (in coordination with HR) including hiring, transferring, termination, training, performance evaluation, regular formal supervision, and any disciplinary actions
- Providing supervision and oversight of for all persons supported and all employees on the team.
- Provide direct supervision and mentoring to Community Living Specialists and Life Sharing partners.
- Specific supervisory tasks include but are not limited to: the development of employees' skills and knowledge of agency philosophy, policies, and professional standards, as well as federal, state, and county regulations through orientation, on-going training, performance evaluations, staff meetings, and staff discipline.
- Encourage and promote a work environment that values the development and growth of others.
- Review/approve payroll, leave requests, travel reimbursement, et cetera.
- Ensure that staff meet all training requirements.
- Participate in the hiring and onboarding process
- Preserve, enhance, and nurture a culture that empowers staff to make positive differences in the lives of the people we support, and where all staff embrace person-centered planning, expanded community living, social connections, citizenship and other values expressed in Everyday Lives.

Manage Health & Safety of Individuals Served

- Assist individuals to obtain socially valued roles within their community.
- Promote agency philosophy to ensure high levels of individual care while treating individuals with respect and dignity.
- Ensure medical, emotional, and social needs of individuals are met.
- Identify areas of improvement and/or growth for the people we serve and work with the Home & Community Supports staff and Life Sharing partners in implementing actions to assist in people developing valued social roles.
- Develop and implement strategies based on Social Role Valorization's (SRV) teachings related to image and competency with the goal of assisting the person in obtaining and/or increasing the Good Things in Life.
- Plan with individuals, family members and significant others to develop goals that maximize the person's strengths, increase control over their lives, and help to enhance their opportunities to achieve socially valued roles within the areas of relationships, work, education, recreation, community and culture.

- Develop opportunities and expectations for people being supported to be fully engaged in their community and by using their interests, finding roles where those interests and gifts are welcome, and support that person to participate in a meaningful way.
- Provide direct care as required/needed to ensure the safety and well-being of individuals. This may involve providing shift coverage as needed, crisis intervention, providing transportation, and attending medical appointments.
- Demonstrate proficiency for use of technology in documentation (including but not limited to electronic client record software, Microsoft Office, email, payroll time keeping, etc.). Accurately and thoroughly completes and submits timely, all required documentation in accordance with organization, program, and payer specific, policies, practices, procedures, and guidelines.
- Mainstay effective communication with family, friends, and other people important in an individual's life.
- Maintain the content, integrity, and security of all documentation, whether in paper or electronic format, that comprises the health and care record(s) of service and supports delivered. All documentation must include language that is person centered and trauma informed.

Professional Standards/Administrative Duties

- Display a strong commitment to the accomplishment of the Mission and Vision of the organization
- Understand, support, and ensure adherence to agency policies and procedures.
- Understand, support, and ensure adherence to federal, state, and county regulations and guidelines
- Communicate effectively and professionally with individuals and their families, advocates, co-workers, other service providers, Supports Coordinators, and the general community.
- Participate in interdisciplinary team meetings.
- Review and monitor web-based billing and electronic client record systems to ensure proper and timely documentation, reporting, and communication.
- Maintain required documentation, ensure accurate and timely record keeping, and complete all necessary documentation in a respectful and individualized manner.
- Provide input and assist in the monitoring of the agency budget and program expenditures.
- Stepping forward and taking a stand for what is right when made aware of Mainstay Code of Conduct violations, including but not limited to unethical behavior of others.
- Completing all required annual compliance and integrity training.
- Support and actively model values associated with Social Role Valorization, Everyday Lives, and Charting the Life Course.

Miscellaneous

- Serve on Mainstay Life Services committees as appropriate.
- Complete all other duties as assigned.

CORE COMPETENCIES, KNOWLEDGE, SKILLS & ABILITIES

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| <ul style="list-style-type: none"> • Team Building • Supervising Others • Communication • Scheduling • Organization & Planning • Attention to Detail | <ul style="list-style-type: none"> • Training Others • Performance Management • Flexibility • Demonstrate Initiative • Dynamism |
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HOURS:

37.5 hours per week. Schedule encompasses varying days and hours including periodic observation of all shifts. On-call as needed.

PHYSICAL REQUIREMENTS:

- Vision Acuity for the Position: Vision is Essential Vision is Non-Essential
- Environmental Conditions: 90% Inside – 10% Outside
- Workers may be Exposed to: Cold Heat Dust Mist Odors
- Physical Requirements for the Position: ability to lift 25 to 50 pounds regularly, ability to respond quickly to sounds, ability to move safely over uneven terrain or in confined spaces, ability to see and respond to dangerous situations, ability to work in extreme weather, ability to wear personal protective gear correctly most of the day

QUALIFICATIONS:

High School/GED with a minimum of two years work experience working directly with individuals in human services (or individuals who experience intellectual disability and autism). Experience with 6400 regulation experience and one year of supervisory experience preferred. Valid Pennsylvania driver's license. Use of personal vehicle may be required.

Employment with Mainstay Life Services is an "at will" relationship. "At will" means that employment is of no specific length. It also means that employees and Mainstay Life Services both retain the discretionary right to terminate employment at any time if either is dissatisfied for any reason.

I have reviewed the information contained in this job description and agree to accept the specific duties and responsibilities that may be assigned by my supervisor.

Employee

Date

Witness

Date