

**LINCOLN SELF RELIANCE, INC.**  
**JOB DESCRIPTION**  
**PROGRAMS MANAGER (PM)**  
**Pay Range \$31,200 - \$41,600 Salary**

**PURPOSE:** Coordinate activities of staff working in LSR programs for adults (Day Habilitation, Vocational, Personal Care, In-Home Support, Supported Living, Residential Habilitation, and Respite). Conduct and/or arrange necessary training for staff. Maintain department databases, files and records. Facilitate department meetings and staff meetings. Ensure quality services to persons served.

**SUPERVISOR:** Director

**ESSENTIAL FUNCTIONS:**

1. Supervise, train and monitor Lead Direct Support Professional(s), Res Hab Supervisor(s), Vocational Services Supervisor and/or staff on all aspects of adult programs department operations and procedures; and assist with covering shifts in the event that support staff is not able to fulfill their assigned duties.
2. Organize and maintain assigned department records and supplies; correspondence; filing; and coordinate ordering of supplies (i.e., office, program, safety); etc.
3. Oversee the hiring of new department staff; placing help wanted ads; conducting interviews; conduct new employee orientations; process new hire paperwork.
4. Address department employee concerns and assure appropriate handling of situations. Be responsible for conducting annual evaluations of Lead Direct Support Professionals for Res Hab and Day Hab; assist with conducting annual evaluations of Direct Support Staff; verbal and written disciplinary action as needed; and provide daily feedback to staff.
5. Review service records monthly for compliance with LSR policy, DD and CARF standards (i.e., neat, complete and accurate documentation; filing; paperwork completed on schedule; etc.).
6. Contribute to the development of department budget; process receipts to accounting for payment; maintain petty cash for the department; submit Purchase Orders as needed; stay within item budgets.
7. Complete and process department billing through proper channels per funding source and LSR policy. Assist in checking billing documentation for other departments.
8. Coordinate assigned department staff meetings. Attend staffings and team meetings for persons served. Attend all meetings and training as requested and needed.
9. Implement and follow all safety standards per LSR policy, DD, CARF and OSHA standards. Complete or review safety paperwork and process according to Safety Manual procedures (i.e., incident reports, vehicle and building checks, medication documentation, collision reports, emergency drills, etc).
10. Keep persons served and team members informed of events, schedule changes, services, etc. Coordinate community integration activities and related service appointments with persons served (i.e., DVR, WFS, assessments, therapies, volunteer work, etc.).
11. Be able to assist clients to understand the Persons Served Handbook and Clients Rights and Responsibilities. Observe, monitor and give feedback to department staff to assure clients are treated according to their rights and with dignity and respect.
12. Understand and follow LSR policies and procedures as outlined in various LSR manuals (i.e., Employee Handbook, Safety Manual, ISC/CM Manual, Code of Ethics, DD, Medicaid, and CARF, etc.). Train assigned department staff on manuals and ensure policies are being followed.
13. Treat persons served, co-workers, board members, related services and public with respect. Be a positive community representative for persons with disabilities and LSR. Attend public meetings to promote LSR services in the community (i.e., HRC, Chamber).

14. Maintain confidentiality of any/all information regarding persons served and their families. Ensure that department staff follow policy on confidentiality issues. Maintain confidentiality of staff, department and company issues.
15. Oversee the development and updating of company manuals, forms, databases and Persons Served Handbook for all assigned programs.
16. Demonstrate professionalism: professional dress and conduct, utilize good judgment, be dependable and reliable, work with minimal direct supervision, arrive at work and to scheduled appointments on time, observe break and lunch responsibly, maintain a good attendance record, productive use of time, etc.
17. Work cooperatively and professionally with other staff members in giving and receiving information; be self motivated and take initiative (seek out new assignments, propose new and better ideas and ways to do things); follow chain of command; receptive to feed back.
18. Participate in the development and implementation of fundraising activities for LSR as assigned by the Director.
19. When assigned by the Director, write grants for funding special projects.
20. Schedule annual building inspections and fire extinguisher inspections as directed by Safety Chair.
21. Provide case management functions for persons served that have selected a case manager outside of LSR.
22. Provide mini training as identified by Director and/or as need is identified by PM.
23. Maintain a valid driver's license and clean driving record.

**EMPLOYMENT QUALIFICATIONS:**

1. Bachelor's Degree (B.A./B.S.) from an accredited college or university in social services or related field (i.e., psychology, vocation rehabilitation, social work, education, etc.) plus management experience in a work related field preferred; **OR** work experience in the field of intellectual disabilities and prior management experience.
2. Strong organization, coordination and networking skills.
3. Strong math, reading, verbal and written communication skills.
4. Good working knowledge of various computer programs (i.e., databases, spread sheets, word processing, merge files, etc.).
5. Ability to facilitate groups, manage staff and participate as a team member.
6. The ability to reason and problem solve.
7. Performance of duties at a responsible level with little supervision.

**This job description is not all inclusive and does not imply that these functions and qualifications are the exclusive obligations of this job**

**LSR is an equal opportunity employer. Employment at LSR is at-will. Nothing herein contained shall be construed to be a contract between the employer and the employee.**

**I HAVE HAD ADEQUATE TIME TO READ AND ASK QUESTIONS IN REGARDS TO THIS JOB DESCRIPTION.**

\_\_\_\_\_  
PM's Signature

\_\_\_\_\_  
Date

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Darrel G Skinner, Director

\_\_\_\_\_  
Date