



JOB DESCRIPTION

Program Manager

Job Summary

Program Managers supervise the delivery of services to children & adults with developmental disabilities, as well as the elderly. Our mission is to help our consumers live happy, healthy, and fulfilling lives. Depending on the needs of the consumers, Program Managers provide assistance with living skills development, health maintenance and medication administration, personal care, and behavioral development.

Program Managers supervise and work alongside Direct Support Professionals in a number of settings including Group Homes (small residential homes that serve 2-5 people), Day Programs (living skills & pre-employment training), Home & Community Based Services (in-home care and supports), and Vocational Rehabilitation (vocational skill training and job placement). The number of Direct Support Professionals supervised will depend on the number of staff required to provide services, but often includes 2-8 staff.

Working under the direction of a Program Director, Program Managers work to ensure that services are being provided at the standard set by AIRES management. Program Managers meet with consumers, family members, and government representatives to create a plan to deliver the services needed. Program Managers complete the necessary paperwork to document the progress of the consumer and to demonstrate that the program operates within state rules and guidelines.

Essential Duties and Responsibilities

Providing our consumers with the highest quality of care and services is our mission. AIRES has an uncompromising commitment to quality and integrity—employees are expected to perform their duties and responsibilities to our high standard of quality.

Some of the duties and responsibilities vary in intensity and frequency depending on the assignment.

Program Management—Ensures that the program is operating effectively and required activities are being conducted; ensures that consumer needs are being met; documents that the program follows state rules and guidelines; maintains consumer files and records; creates teaching and behavior treatment plans; directs the spending of program money; reports facility and vehicle maintenance issues; responds to consumer and program emergencies and is generally available 24/7

Staff Management—Supervises the staff and directs their activities with the consumers; schedules the staff to meet the needs of the program and ensures that shifts are covered; participates in the hiring process and recommends candidates for hire; provides coaching and feedback, and completes staff performance evaluations; disciplines staff members as needed; provides training on consumers and program activities; collects, enters, and audits staff timesheets

Advocacy—Assists consumers with achieving personal goals; works on behalf of consumers to overcome barriers; helps consumers participate in activities of their choice; respects consumer's personal beliefs, choices, and interests

Health Maintenance—Provides care and assistance to promote good health; helps consumers receive medical care and communicates with medical professionals; administers medications according to physician instructions; records information regarding health events, conditions, and status; provides First Aid/CPR and seeks emergency medical care when needed

Personal Care—Helps consumers with eating, grooming, dressing, bathing, and toileting; assists consumers with their mobility including lifting them from a seated or lying down position, helping them walk and maintain stability

Living Skills Development—Helps consumers develop living skills such as cooking, money management, household shopping, doing laundry, personal hygiene, etc; teaches work-related skills



JOB DESCRIPTION

and job preparedness; supports consumers in job search process and maintaining job performance; records progress on skill development and achievement

Behavior Development—Serves as role model and mentor, demonstrating the desired behaviors, and coaches the consumers using approved techniques and strategies; uses approved physical intervention techniques when necessary to protect consumers and others

Operational Support—Maintains cleanliness of program; drives company vehicle to transport consumers to their activities; completes tasks that are beyond the consumer's abilities; follows policies and procedures for handling money

Professional Behavior—Acts in a professional manner and communicates effectively with others; completes training programs; attends required meetings

Minimum Qualifications

In order to perform these functions and meet the requirements put forth by the Division of Developmental Disabilities, applicants for the Program Manager position must: 1) be able to legally work in the United States; 2) be age 21 or older (PMs are required be drivers) and must meet the qualifications of a driver as established by our insurance carrier and AIRES policy; 3) have a high school diploma or GED; 4) be able to pass a background check and receive a fingerprint clearance card from the Department of Public Safety; 5) be able to provide 3 verifiable non-family references including 1 previous employer; and 6) have some previous management experience or significant direct care experience.

Required Knowledge, Skills, and Ability

Because of the essential duties and responsibilities of the PM position, applicants for the position must: 1) be able to lift up to 50 lbs, be able to walk, bend, squat, turn in the knees, back, wrists and shoulders, and grasp with both hands (*in order to perform CPR/First Aid, Client Intervention Techniques, and Lifting and Carrying Techniques*); 2) must be able to see and hear with or without correction; 3) be able to speak, read, and write English; 4) have basic computer skills such data entry, word processing, and spreadsheets; 5) be able to complete the AIRES training programs and successfully pass associated tests to meet competency requirements; and 6) for some positions, employees must be able to pass a TB test.

Working Conditions

While working as a Program Manager, employees may be required to deal with the following conditions: 1) unconventional schedules—AIRES operates programs and services 24/7, 365 days a year; 2) possible exposure to blood borne pathogens; 3) possible exposure to profanity, violent, and/or offensive behavior from the consumers.