

**SOUNDVIEW ASSOCIATION**  
**JOB DESCRIPTION**

POSITION TITLE: **Program Manager**

CLASSIFICATION: 1 FTE

SUPERVISOR: Executive Director

QUALIFICATIONS:

- High School degree or GED
- Some College level training preferred
- Excellent written and verbal communication skills
- Knowledge of business procedures
- Effective interpersonal relationships
- Ability to organize and prioritize
- Commitment to agency goals
- Ability to represent agency to the public
- Willingness to be available 24 hours a day, 7 days a week

RESPONSIBILITIES:

Managerial/Administrative

- Manage resident accounts
- Monitor compliance with Federal/State and local guidelines
- Maintain accountability to other relevant agencies
- Purchase and inventory supplies and equipment with Director approval of major purchases
- Ensure scheduling of program activities and monitor site maintenance
- Oversee appropriate program services and records, such as reconciling client bank accounts monthly
- Timely submission of monthly reports to agency Director
- Be an advocate for the agency, the program and its residents to the public
- Represent the program in relevant state, local and agency meetings

Board/Agency Support

- Maintain accountability to Executive Director and Board of Directors
- Attend regular Board Meetings
- Comply with all Board policies
- Assume responsibility as requested by Board and Director
- Serve as liaison between staff, Director and Board
- Will assist Facilitator in preparing monthly status reports for the board

Programs for Residents

- Assist residents to obtain outside services and programs
- Supervise and monitor in-house programs according to ISP's - ie. nutrition, recreation, social, medical
- Facilitate communication with residents' families
- As part of an interdisciplinary team, which will include the Director, Facilitator and Coordinator, will evaluate admission and dismissal of residents
- Will perform direct service as per ISS job description

**Program Manager - job description**

Personnel

- Recruit and hire staff according to non-discrimination guidelines
- Assist Program Coordinator in scheduling staff training
- Ensure appropriate staff scheduling to meet DD contract
- Evaluate employee performance after first six months, annually thereafter
- Implement discipline and grievance procedures
- Provide ongoing staff communication
- Develop and implement safety procedures
- Provide, in a timely manner, information to the Executive Director for payroll, benefits and insurance

Finance

- Monitor resident budget planning and procedures
- Make report of unusual resident expenditures to Executive Director
- Maintain bookkeeping for resident bank accounts to be reviewed by agency Bookkeeper

On-Call duty

- Will be on-call or responsible to delegate to Coordinator, Facilitator or Director

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Executive Director

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Date

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Program Manager

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Date

Revised 12/4/07

**SOUNDVIEW ASSOCIATION**

**JOB DESCRIPTION**

POSITION TITLE: **Program Facilitator**

SUPERVISOR: Program Manager/Director

STATUS: 3/4 - 1 FTE

**QUALIFICATIONS:**

- High School diploma or equivalent
- Some college level training preferred
- Experience with DD clients is preferred
- Effective interpersonal relationships
- Ability to organize and prioritize
- Ability to teach and capacity to be considerate and responsible
- Commitment to agency goals

**RESPONSIBILITIES:**

1. Assist in scheduling and monitoring staffing hours weekly
2. Will assist Program Coordinator in collecting and reviewing biannual in-house program reports
3. Monitor implementation of program and client related duties, report to Program Manager or Director.
4. The Facilitator will complete tasks outlined on the monthly Facilitator checklist and submit completed form to the Program Manager by the 5<sup>th</sup> of the following month.
5. Will review daily program documentation for accuracy and follow up with staff who need to complete their documentation
5. Assist Coordinator in locating and utilizing outside programs and activities
6. Assist Program Manager in monitoring scheduling of professional contacts, such as client medical and dental services
7. Monitor safety measures and monthly fire drills and insure that all facility and transportation related maintenance tasks are completed on schedule
8. Perform in-house individual case management duties as needed
9. With Program Manager, submit monthly status reports for the board and assist in communication between Case Managers, Program Manager and Director as needed
9. Share on-call duties with Program Manager, Coordinator and Executive Director.
10. Perform ISS work as scheduled and anything else requested by the Program Manager or Director

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Program Facilitator

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Date

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Program Manager or Administrator

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Date

**SOUNDVIEW ASSOCIATION**

**JOB DESCRIPTION**

POSITION TITLE: **In-House Case Manager**

SUPERVISOR: Program Manager, or Executive Director

STATUS: 3/4 – 1 FTE

High School diploma or equivalent. Experience with DD Clients is preferred. Ability to teach and capacity to be considerate and responsible. Ability to organize, coordinate, and communicate effectively

RESPONSIBILITIES:

1. Will perform all duties of an ISS as needed with all program participants
2. Will assume responsibility for certain needs of a specific resident, as described below
3. Will monitor all supplies needed by the resident, including medications
4. Will monitor hygiene needs, such as haircuts, nail trims, etc.
5. Will arrange necessary appointments, such as medical, dental, conferences, subject to approval of supervisor
6. Will monitor and maintain equipment, and arrange for repair or replacement
7. Will monitor general health concerns, such as items on body-check chart with follow-up as needed
8. Will update files, forms, consents, etc. as needed
9. Will communicate all information between supervisor, family, medical, and other authorized persons
10. Will keep track of personal petty cash and report weekly to supervisor to insure availability of funds for upcoming events
11. Will complete Case Manager checklist monthly and submit to the Program Manager by the 5<sup>th</sup> of the following month
12. Will prepare a written client status report to be presented at monthly staff meeting.
13. Will participate in forming goals and methods for resident programs in cooperation with Program Coordinator, Program Manager, and Facilitator
14. Will collect information to track progress toward goals, and submit biannual reports to Program Manager for submission to DD Case Manager
15. Will provide training and assistance to other staff pertaining to goals
16. Will act as advocate for the resident in whatever way is needed
17. Will perform any other duties requested by the Program Manager, Facilitator, Program Coordinator or Director

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In-House Case Manager \_\_\_\_\_ Date \_\_\_\_\_

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Program Manager or Administrator \_\_\_\_\_ Date \_\_\_\_\_

Revised 12/4/07