

General Statement of Responsibilities:

The Program Manager assists the Executive Director in supervising the operations of all home/apartments supported by Community Opportunity Center, Non-Profit Housing Corporation (COC, NPHC) and its affiliated corporations.

The Program Manager will promote an unconditional “culture of gentleness” by using positive support and approaches and always treating people with dignity and respect. She/he will adhere to COC policies and procedures, public acts, rules, and regulations under which homes associated with COC operate. These include the Michigan Mental Health Code and Administrative Rules; Applicable Federal, State and Local laws, rules, regulations, and policies including without limitation, Michigan Department of Health and Human Services (MDHHS) policies and procedures; Medicaid Provider Manual rules and standards set forth by the Detroit Wayne Mental Health Authority (DWMHA).

Core Relationships:

- The Program Manager reports to the Executive Director.
- Supervises Home Administrators
- Maintains professional and positive relationships with persons served, families, guardians and Power of Attorneys (POA’s), personnel throughout the corporation, business partners and members of the community.

Job Specific Responsibilities:

- Assures and participates in the development and implementation of training programs that support the mission of COC. Assure that all required training is successfully completed by all employees. Assures certification forms are accurately completed and a file maintained for each employee.
- Become familiar with contract requirements of our licensing and funding agencies including Michigan’s Mental Health Code, Michigan Department of Health and Human Services (MDHHS), Detroit Wayne Mental Health Authority (DWMHA), and case management agencies.
- In the absence of the Executive Director, assumes the position of chief operating person for COC.
- When emergencies arise or there is not necessary staff coverage for a program, assumes responsibility for operation of the program and/or provides adequate staffing support, this may include providing hands-on direct care support.
- Represents COC with outside agencies by attending meetings, as directed by the Executive Director.
- Provides training, coaching and development to administrators and home staff.
- Collaborate with HR on all performance management activities including but not limited to verbal, performance improvement plans and annual reviews.
- Visits each residence on a schedules basis to include the following:
 - Acts as liaison for situations that require further investigation.
 - Reviews documentation and required records.
 - Assures social, recreational and leisure activities are suitable and desirable to individuals, and people are provided a safe and happy environment to live a fulfilled life.
 - Assures that personal care needs are properly met for all served.

- Assures that all settings are maintained in a manner required by licensing and funding agencies and that they are neat, clean, and attractive and reflect a pleasant home environment.
- Complete reports as required by licensing, funding agencies, contracts, regulatory agencies, and any others as directed by the Executive Director and to be of assistance to Administrators.
- Participates in matters of personnel, including recruitment, hiring, supervising, evaluating, and scheduling of home Administrators and home staff.
- Coordinate with the Accounting team on Staff, Resident, and general COC business related items.
- Is expected to be on-call for emergencies and collaborate with the Executive Director to address any staffing and resident needs that arise during after hour emergency circumstances.
- Responsible for Fire Coordinator expectations of funding agencies.
- Is responsible for the distribution and oversight of resident funds.
- Share in the coverage of weekend on-call responsibilities with other appointed staff.

Risk Management Responsibilities:

- Develops and maintains a complete set of clear and easy to follow Standard Operating Procedures (SOPs) for the Program Manager function.
- Develops and maintains a complete schedule of deliverables for the whole year (daily, weekly, monthly, quarterly, annually, ad hoc).
- Assures the efficacy and sufficiency of the SOPs and schedule of deliverables by periodically assuring the execution of the other Program Managers' assigned homes/programs.
- Develops and maintains a complete set of SOPs and Schedule of Deliverables for the Home Administrator's position. Assures that each Home Administrator has a copy of these items. Verifies periodically that the SOPs and Schedules of Deliverables are being carried out in actual practice.

Qualifications:

- Bachelor's Degree of Social Work (BSW) or Bachelor's of Psychology (B.A., B.S.) Experience in services to persons with developmental and intellectual disabilities.
- Proficient with written and verbal communication skills.
- Evidence of managerial, supervisory, and administrative skills.
- Ability to work cooperatively in a multi-programmed service agency and ability to work independently. Exhibit emotional maturity and sound judgment. Know when to share information and when to keep information confidential.
- Proactive approach to problem solving. Capable of handling emergencies. Ability to satisfactorily meet deadlines.
- Must be at least age 18.
- Have a valid Michigan driver's license and maintain the ability to be insured by COC's insurance carrier.
- Be able to successfully complete all required Agency training in the required time allotted or provide documentation of previously completed training.
- Be in good physical health with the capability of transferring and/or lifting persons who require physical assistance. Must be able to lift over 35lbs.
- Be flexible in his/her work schedule.

Your job description is in the Policy and Procedures Manual at the Corporate Office. Your signature below signifies that you have reviewed your job description and understand that it is available for your review at any time. You also understand that you can ask questions of your supervisor about your job description, which you received, reviewed, and signed upon hire and annually thereafter.

I acknowledge my job description is a basic guideline for activities to be performed in my role. I understand that these duties may change at any time under the direction of my manager or program manager to include any other reasonable duties related to my job/position.

Employee Name (printed): _____

Employee Signature

Date