

## **JOB DESCRIPTION: PROGRAM MANAGER**

**DEPARTMENT:** Administration

**ANNUAL SALARY:** Exempt position, \$70,720 plus benefits

**SUPERVISOR'S TITLE:** Executive Director

**PREPARED BY:** Executive Director

**DATE:** December 2nd, 2015

**DATE AMENDED:** 01/27/16, 08/24/16

### **DEFINITION**

Under the supervision of the Executive Director, the Program Manager administers FREED's service delivery system and supervises direct service staff in the Grass Valley and Yuba City offices.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Report to the Executive Director and execute FREED's service policy.
- Supervise service staff activities for "core" service and program delivery and review and monitor consumer service records.
- Provide oversight and implement staff trainings and orientations to ensure accurate, up-to-date, and auditable comprehensive and confidential case records of services provided and reporting which demonstrates compliance with grant requirements of funders and reviewers.
- Obtain, evaluate, and document comprehensive information related to community based long-term care services and supports (LTSS) and develop a framework of possible options available that allow individuals and stakeholders to make informed choices.
- Provide information, support and training to assist consumers in achieving stated independent living goals and/or make referrals to appropriate resources and agencies.
- Provide independent living services including enhanced information and assistance, individual advocacy, independent living skills training, housing assistance, and assistive technology services to consumers.
- Provide peer support services and information on various peer support groups and activities to consumers.
- Prepare timely reports on a monthly, quarterly and annual basis as required by funders.
- Establish service management systems, policies and procedures. Supervising staff in carrying out these programs and systems.

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- Assist in the development of goals and objectives for all of FREED's service programs.
- Conduct annual staff evaluations.
- Assist in developing service programs, including preparation of grant applications.
- Assist in planning and carrying out outreach activities to underrepresented groups.
- Assist in designing the agency's planning process as it relates to service provision.
- Assist in carrying out public relations activities and presentations.
- Work cooperatively with staff in both offices to insure continuity in service policies, procedures, outreach, and education activities.
- Participating with the Executive Director and Financial Manager in developing and refining the annual budget and its revisions.
- Responsible for managing budget within grant guidelines.
- Assisting with community advocacy, education and awareness projects.
- Build collaborative relationships with other groups and organizations.
- Recruit volunteers and manage volunteer activities.
- Perform other duties as assigned.

### **QUALIFICATION REQUIREMENTS**

The requirements listed below are representative of the knowledge, skill and/or ability desired. **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

#### **• EDUCATION AND/OR EXPERIENCE**

Bachelor of Arts degree or three years experience in disability related programs. Experience may be substituted for education. At least one year experience in administering a service program, including supervision of staff. Experience may include employment as a paid staff member or as a volunteer in the delivery of services to people with disabilities. Bi-lingual English/Spanish, English/Punjabi or English/ASL strongly desired. Personal disability experience required.

#### **• SKILLS & ABILITIES**

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Ability to read, analyze and interpret reports and legal documents pertaining to the operation of an independent living center. Ability to respond to common inquiries and complaints from consumers and their families, staff, local or regulatory agencies as well as the general public. Ability to write and deliver speeches and prepare articles for publication. Ability to effectively present information to consumers and their families, staff, public groups and the Board of Directors. Assist in public relations activities.

- **STRESS LEVEL**

Moderate to High. This person is frequently expected to think clearly in emergencies, complete work with deadlines, deal with interpersonal conflicts, and work with frequent interruptions.

- **OTHER SKILLS AND ABILITIES**

Ability to communicate with people with disabilities and their families. Understanding the concepts of independent living. Ability to exercise initiative, ingenuity and sound judgment in administrative, technical or personnel matters. The position calls for basic computer skills in word processing and data base programs.

- **WORK ENVIRONMENT**

The noise level of the office working conditions is low to moderate.

Mostly indoors, occasionally outdoors.

High amount of travel: local, regional and national. Frequent trips between FREED's Grass Valley and Yuba City offices.

- **EQUAL OPPORTUNITY EMPLOYER**

FREED is committed to providing an environment that is free from discrimination and harassment based on race, age, creed, color, religion, national origin or ancestry, sex, gender, disability, veteran status, genetic information, sexual orientation, gender identity or expression, or pregnancy. FREED is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all Federal and State laws, regulations, and executive orders regarding non-discrimination and affirmative action.

- **BACKGROUND CHECK**

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FREED strives to provide a safe environment for staff, consumers, and volunteers. To support this environment and comply with applicable laws and regulations, FREED conducts background checks. The type of background check conducted may vary by position and can include, but is not limited to, criminal (felony and misdemeanor) history, and sex offender registry.

Signed:

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Employee

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Date

\_\_\_\_\_

Supervisor

\_\_\_\_\_

Date