



**TITLE:** CDS DTA Program Manager

**DEPARTMENT:** Community Day Services

**JOB DESCRIPTION:**

Monitor and ensure a consistent and quality program in accordance with the agency's mission statement, with an emphasis on maintaining the orderly functioning of services through the implementation of current procedures and applicable standards and regulations. Ensure effective departmental leadership.

**QUALIFICATIONS AND EXPERIENCE**

1. Bachelor's degree in the area of social services, special education, administration, or any equivalent combination of education, training and experience.
2. Satisfactory work record as determined by the Human Resources Department.
3. Three years demonstrated responsible administrative experience.
4. Substantial experience working with individuals with disabilities.
5. Ability to obtain fingerprint clearance and meet agency personnel requirements.
6. Successfully complete a pre-employment drug screening.
7. Ability to meet Marc Center driver eligibility requirements, as applicable.

**ORGANIZATIONAL RELATIONSHIPS**

1. Accountable to the Chief Operating Officer DD for all phases of activities.
2. Directly supervise CDS and Courtney's Place Program staff, Program Activities Specialists, Program Specialists and Administrative Specialists. Ultimately responsible for all program staff positions within assigned CDS sites.
3. Advise, consult, and coordinate with Courtney's Place Board and parents, as assigned.

## **ESSENTIAL FUNCTIONS**

Demonstrate excellent oral, written and electronic communication. Ensure the coordination of information and confidentiality of communications within the agency. Coordinate program information and contribute to the successful resolution of challenges interdepartmentally and interdepartmentally. Ensure the confidentiality of written, verbal and electronic communications pertaining to staff, families of consumers and agency operations.

Demonstrate and maintain professional and productive working relationships with all agency departments, families utilizing or inquiring about services, individuals receiving services, staff, board members, and community. Ensure the confidentiality of written, verbal and electronic communications pertaining to staff, families of consumers and agency operations. Ensure the maintenance of departmental operations to achieve compliance with contract requirements, certification requirements, agency procedures, contract requirements Federal/State/Local regulations and all other licensing/regulatory agencies as directed. Demonstrate the ability to read, assimilate and recall with marked proficiency applicable written information. Communicate information to others in a positive, enthusiastic and understandable method.

Monitor the provision of quality services within the CDS Department. Ensure the maintenance of departmental operations to achieve compliance with contract requirements, certification requirements, agency procedures, contract requirements, Federal/State/Local regulations and all other licensing/regulatory agencies as directed. Demonstrate awareness of and adherence to agency policy and procedures to ensure compliance with the Health Insurance Portability and Accountability Act (HIPAA) requirements. Monitor and ensure the coordination of initial and ongoing services by working with individuals, staff, family members, and funding source personnel. Evaluate the results of the department in relation to established goals. Recommend new approaches, policies, and procedures to affect continual improvements in the department. Manage the staffing requirements for individuals receiving services, including, scheduling, intake, assessment, annual review, and discharge/transition. Conduct studies and research the need for services in the assigned program area.

Ensure the accurate completion of administrative tasks to include, but not limited to: payroll, Billing, program development, departmental scheduling requirements, support plan documentation, program documentation, IT requests, maintenance requests, service authorization, special projects and general record keeping. Develop, recommend and monitor the annual budget for the CDS program. Develop contract proposals and assist with the negotiation process. Monitor applicable outcome evaluation systems and complete an annual outcome evaluation. Utilize outcome evaluation data to recommend policies and procedures. Establish and maintain an efficient organizational structure for assigned service areas. Attend meetings and actively participate in internal and external committees as assigned.

Ensure that agency procedures, licensing and accreditation standards related to health and safety are maintained. Observe for, and immediately respond to, any reported health and safety concerns or violations. As necessary, complete, process and report incident/accident reports accurately and in a timely manner.

Obtain maximum performance of assigned departmental staff by clearly defining duties, establishing performance standards, motivating for enhanced effectiveness and leading by example. Provide input regarding hiring, supervision, evaluation and discipline. Provide training, guidance and support to assigned staff. Assist with regularly scheduled staff meetings and provide necessary follow up of programmatic information. Responsible for hiring, supervision, evaluation, discipline and termination for departmental staff.

Demonstrate knowledge of philosophies and current concepts of disability ethics, services and rehabilitation. Demonstrate knowledge of federal, state and local regulations pertaining to rehabilitation and related services. Demonstrate knowledge of modern principles, methods and techniques of administration and program planning. Demonstrate knowledge of available public and private resources, and information on disabilities and rehabilitation services. Demonstrate knowledge of state and local funding, referral, and service systems and networks. Demonstrate ability to administer a division of a private non-profit service organization, including an understanding of the legal responsibilities, financial and risk management, and constraints of such organizations. Demonstrate ability to develop and revise departmental systems, and utilize crisis management procedures.

Demonstrate excellent work habits to include, but not limited to the following: time management, initiative, role modeling, leadership, organizational skills, attendance, punctuality, completion of work assignments and multitasking. Demonstrate superior interpersonal skills in the following areas: tactfulness, maturity, flexibility, resourcefulness, professionalism, diplomacy, reasoning, and decisiveness. Must be able to establish credibility and be decisive, as well as ability to get along with diverse personalities. Demonstrate ability to recognize and support the CDS program's preferences and priorities as related to the mission statement. Demonstrate ability to balance business considerations with service delivery intent. Act as a visionary with a passion for the historical perspective as related to future direction.

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