



Opportunities, Inc.

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| Job Title: | HCBS Program Manager | Department: | Residential Services |
| Location: | Residential Campus | Travel Required: | Limited |
| Classification: | Administrative/Exempt | Position Type: | Full time-on call |
| External Posting URL: | https://www.oppinc.org/employment/ | | |

Job Description

SUMMARY

The Home and Community Based Services (HCBS) Program Manager is responsible for planning, supervising, and coordinating all support services required to maintain safe and comfortable home environments for residents. The HCBS Program Manager position is a safety-sensitive position.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Bachelor Degree in Human Services or related field required; and
- One to three years' experience working with individuals with developmental disabilities required

Certifications/Licenses:

- Valid driver's license
- CPR/First Aid Certification
- Annual TB Skin Test

Required Skills/Abilities:

- Computer Proficient
 - Basic navigational skills for Windows operating system
 - Ability to write and send professional emails in Microsoft Outlook
 - Basic use of Microsoft Word and Excel
- Excellent interpersonal skills
- Exceptional planning and organizational skills
- Effective problem-solving skills
- Ability to remain calm in stressful situations

MAJOR RESPONSIBILITIES AND DUTIES

- Supervises, schedules, recruits, trains, and retains quality residential staff.
- Covers shifts and completes daily documentation, as needed.
- Provides input into the development and ongoing management of budgets, staffing, maintenance, and safety for residence operations to provide quality living environments for residents.
- Coordinates clients' service needs with the PASSE Care Coordinator and Opportunities, Inc. Service Coordinator.
- Participates as an interdisciplinary team member in the development and implementation of the Individualized Program Plan (IPP)/Person-Centered Service Plan (PCSP) for each resident, ensuring delivery of all supportive living services.
- Creates and follows a monthly activity calendar that includes planning and scheduling daily activities for residents.
- Directly supervises Asst Group Home Managers in planning and coordinating services designed to:
 - Teach individuals life skills necessary to establish and maintain their homes (ex: shopping, meal preparation, cleaning);
 - Increase individuals' participation in social and community based activities;
 - Increase individuals' range of socially appropriate behaviors and habits to increase acceptance and integration in the community at large;
 - Assist individuals in maintaining acceptable hygiene standards; and
 - Maintain controls for addressing individuals' health and medical needs.
- Develops and monitors staff for 24-hour coverage, maintaining proper staff ratio.

- Works with the residential nurse to develop and maintain residents’ treatment plans and monitor medications.
- Accompanies clients to medical and personal care appointments, as needed.
- Administers performance evaluations to employees. Addresses concerns with employees and implements progressive disciplinary action, when necessary.
- Reviews and approves attendance/billing information, working closely with Billing Coordinator to ensure that billable units are tracked and not over/under utilized.
- Assists with oversight of client finances.
- Accessible for emergencies reported by residential staff or clients.
- Develops, implements, evaluates, and follows Individual Support Plans, Behavior Support Plans, Medical Support Plans, and protocols, ensuring that staff is trained and follows plans consistently as written.
- Communicates, cooperates, and participates professionally with management, team members, health professionals, consultants, parents, guardians, neighbors, and other interested parties.
- Ensures the completion of reports, documentation, and data collection in a professional and timely manner.
- Ensures collection and entry of service data in Therap, the Agency’s online documentation system.
- Attends and participates in weekly manager’s meetings. Provides and leads regular residential staff meetings.
- Maintains a clean, healthy, and attractive home and yard by delegating tasks as needed. Reports maintenance needs promptly.
- Ensures that nutritious meals and snacks are prepared and served according to the dietary needs and preferences of those we serve.
- Maintains resident, employee, program, and management confidentiality as required.
- Performs duties and responsibilities in a manner consistent with the five core values of Opportunities, Inc.-integrity, compassion, accountability, respect, and excellence (iCARE).
- Performs other related duties as required or assigned.

PHYSICAL REQUIREMENTS

- Requires sustained amounts of time sitting, walking, and/or standing.
- Requires physical stamina and endurance.
- Must be able to lift up to 50 pounds at times.

Supervisory responsibilities: Assistant Group Home Managers, Independent Trainer

Reports to: Director of Residential Services and Supports

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

I acknowledge that I have read and understand the requirements, major responsibilities and duties of the above job description.

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| Staff Signature: | Name | Date: | Date |
| Supervisor Signature: | Name | Date: | Date |
| Last Updated By: | Sherry Young | Date: | 4/15/2021 |