

**WESTVIEW SERVICES, INC.**  
**JOB DESCRIPTION**

**JOB IDENTIFICATION**

POSITION TITLE: Program Manager  
PROGRAM: Center Based and Community Based  
CLASSIFICATION: Exempt  
Work Hours: Determined by the Program Design  
REPORTS TO: Sr. Program Manager, Operations Director or Chief Operating Officer  
REVISED: June 2008

**EDUCATION AND EXPERIENCE**

1. Must have a Bachelor's Degree in psychology, social work or a related human services field and a minimum of 18 months experience [T17 Sec 56754 (a) (1)] in the management of a human services delivery system, OR
2. Five (5) years of experience in a human services delivery system including at least two (2) years in a management or supervisory position and two (2) years of experience or training in one of the following:
  - a. Care and supervision of clients in a licensed adult day care program, or an adult day health care facility or
  - b. Care and supervision of one or more of the categories of persons to be served by the day program.

**RESPONSIBILITY**

Oversee all aspects of the Program's daily operations by providing leadership and management to achieve the Mission. Ensure compliance with all regulatory agencies and Westview Services policies and procedures.

**ESSENTIAL FUNCTIONS**

1. Provide supervision and care necessary for consumers to receive appropriate services.
2. Conduct consumer assessment, planning, and evaluation processes.
3. Monitor commensurate wage surveys to ensure Department of Labor compliance.
4. Develop and implement marketing strategies in various media, such as handouts, newsletters, and presentations, to increase referral base.
5. Build and maintain a positive and professional relationship with all Westview Services' consumers, care providers, employers, Regional Center Service Coordinators, staff, internal co-workers, and the community at large, including performing all duties to professionally represent, exemplify, and champion Westview Services.
6. Ensure good customer service is delivered to consumers and their careproviders and loved ones. Additionally, work with consumers, careproviders and loved ones to address their concerns about service issues.
7. Supervise the development and implementation of a well-rounded, meaningful activity program to enhance the daily lives of the consumers.
8. Observe consumers for any physical changes and signs in behavior or demeanor that could be a result of illness, abuse, improper dressing or grooming, medications, etc. Report any observations of your own or the program's staff to the appropriate agency.
9. Report any incident involving a consumer immediately.
10. Perform all duties to uphold, respect and advocate for the consumer's Client's Rights.
11. Provide program specific new hire orientation and train and educate the Program staff on an ongoing basis, including state regulations, Client's Rights, and Westview policies and procedures.

12. Recruit, employ, evaluate, and provide a good working environment for qualified staff to perform their duties in a satisfactory and professional manner. Coach, counsel, discipline and take necessary action with employees who do not follow state regulations, Client's Rights and/or Westview's policies and procedures.
13. Supervise staff scheduling to effectively balance the workload and provide adequate coverage to meet the consumers needs.
14. Conduct site visits to monitor staff performance, quality of service, and to conduct training.
15. Manage revenue and expenses, approve purchase orders, and review financial reports regularly to achieve the operating budgets. Operate within established budgetary guidelines and according to consumer census. Contribute to the development of the annual Program budget.
16. Develop and implement systems and processes to maintain and protect confidential program records.
17. Complete required documentation and reports accurately and thoroughly and submit on time.
18. Conduct monthly staff meetings to review policies, safety, procedures, conduct training, discuss consumer and program issues and provide support, build morale and teamwork. Additionally, conduct regular management meetings to discuss the daily program operations.
19. Comply with all state, federal, local laws and regulations as well as Westview Services' policies and procedures.
20. Adhere to all driving laws and regulations as well as Westview Services' policies and procedures, as required.
21. Attend and participate in all mandatory company trainings, in-services, and staff meetings.
22. Perform all other duties, as assigned.

#### **POSITION REQUIREMENTS**

1. Must maintain regular attendance.
2. Must dress in appropriate, professional and clean attire.
3. Must have a valid and appropriate driver's license, as required.
4. Must have current basic liability coverage on personal vehicle and proof of the insurance, as required.
5. Must have a current vehicle registration of personal vehicle, as required.
6. Must maintain a personal vehicle in safe operating condition, as required.
7. Must have a driving record that meets Westview Services policy and the insurance carrier underwriter guidelines and requirements, as required.
8. Must be able to drive personal vehicle or Westview Services vehicle, as required.
9. Must have passed post offer physical and TB test.
10. Must have criminal record clearance.
11. Must have current Basic First Aid and CPR certification.
12. Must be comfortable working with adults with disabilities.
13. Must be able to maintain confidentiality.
14. Must exercise good judgment and make competent decisions.
15. Must exhibit strong organizational skills including the ability to follow-up, be detail-oriented, and multi-task.
16. Must exhibit strong customer service skills.
17. Must have basic knowledge of budgets and ability to focus on financial quality.
18. Must have knowledge of Title 17 and 22.
19. Must have basic computer and electronic file management skills.
20. Must be able to be flexible and work closely and cooperatively with the entire team.
21. Must be able to read, write and communicate in English, including writing reports and completing all documentation.
22. Must have the education and experience required by the state.

#### **PHYSICAL & MENTAL REQUIREMENTS**

1. Able to sit and stand for extended periods of time.
2. Able to walk for extended periods of time.
3. Able to push and pull for extended periods of time.

4. Able to visually see for extended periods of time.
5. Able to hear and listen for extended periods of time.
6. Able to speak for extended periods of time.
7. Able to bend, squat, stretch, twist or reach out with the body, arms and/or legs as required.
8. Able to drive for extended periods of time, as required.
9. Able to assist consumers in and out of a vehicle or bus.
10. Able to work outside for extended periods of time.
11. Able to lift 20 pounds.
12. Able to write daily and monthly reports and complete all required documentation.
13. Able to maintain a high level of mental concentration.
14. Able to work in a fast-paced and dynamic environment.

**ACKNOWLEDGEMENT OF RECEIPT AND UNDERSTANDING**

This job description is intended to provide an overview of the requirements of the position. As such, it is not necessarily all inclusive, and the job may require other essential and/or non-essential functions, tasks, duties or other responsibilities not listed. Westview Services, Inc. reserves the sole right to add, modify or exclude an essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any job requirement by the employee, is intended to create a contract of employment or any type of contract. Employment is "at-will" and may be terminated at any time by the employee or employer, without cause or notice.

I have read and understand this job description and I have received a copy.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date