

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

**JOB IDENTIFICATION**

POSITION TITLE: Assistant Manager  
PROGRAM: Supported Employment  
CLASSIFICATION: Non-exempt  
Work Hours: Determined by the Program Design  
REPORTS TO: Program Manager  
REVISED: March 2006

**RESPONSIBILITY**

Assist the Program Manager with 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. Support and coordinate the implementation of the consumer's goals/objectives.
2. Train and encourage consumers to exhibit appropriate behavior at work and in the community.
3. Maintain current and accurate files on all consumers.
4. Maintain and protect the confidentiality of all consumer information.
5. Complete and submit billing documentation, as well as, accurate timesheets and mileage reports. Additionally, complete required documentation, including month end reports, accurately and thoroughly and submit on time.
6. Build strong relationships with employers by making frequent employer contacts and follow-up on any issue or question they have. Market program by passing potential job leads on to program management. Inform your manager or the Employment Specialist of any issues.
7. Train, support and monitor Vocational Specialists and Sr. Vocational Specialists.
8. Conduct site visits to monitor staff performance, quality of service, and to conduct training.
9. Observe consumers when with them 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 to your supervisor.
10. Perform all duties to uphold, respect and advocate for the consumer's Client's Rights.
11. Report immediately to your supervisor any incident involving a consumer.
12. Build and maintain a positive and professional relationship with all Westview Services' consumers, care providers, employers, Regional Center Service Coordinators, Vocational Rehabilitation Counselors, staff, internal co-workers, and the community at large, including performing all duties to professionally represent, exemplify, and champion Westview Services.
13. Participate in consumer assessment, planning and evaluation processes as required.
14. Communicate on a regular and on-going basis with Employers, Supervisors and Employment Specialist team.
15. Adhere to all driving laws and regulations as well as Westview Services policies and procedures, as required.
16. Comply with all state, federal, local laws and regulations as well as Westview Services policies and procedures.
17. Attend and participate in all mandatory training, in-services, and staff meetings.
18. Perform all other duties, as assigned.

### **POSITION REQUIREMENTS**

1. On time regular attendance.
2. Must dress in appropriate and clean attire. Additionally must wear closed toed shoes that do not fall off.
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 the requirements of Westview Services' policy and insurance carrier underwriter requirements, as required.
8. Must have passed post offer health physical and TB test.
9. Must have criminal record clearance.
10. Must have current Basic First Aid and CPR certification.
11. Must be comfortable working with adults with disabilities.
12. Must have strong customer service skills.
13. Must have strong organizational skills including ability to follow-up, detail-oriented, ability to multi-task.
14. Must be able to maintain confidentiality.
15. Must exercise good judgment and make competent decisions.
16. Must have basic knowledge of budgets and ability to focus on financial quality.
17. Must have knowledge of Title 17 and CARF standards.
18. Must have basic computer and electronic file management skills.
19. Must be able to be flexible, work closely and cooperatively with the entire team.
20. Must be able to organize, plan, coordinate and execute the consumers and Program's goals and objectives.
21. Must be able to read, write and communicate in English.
22. Must be able to drive personal vehicle as required.

### **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.
9. Able to work outside for extended periods of time as required.
10. Able to lift 20 pounds.
11. Able to write daily and monthly reports and complete all required documentation.
12. Able to maintain a high level of mental concentration.
13. Able to work in a fast-paced 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