

TURNING LEAF

Program Manager

POSITION DESCRIPTION

DATE: July 2015
TITLE: Program Manager – Muskegon, Holland, Kent
SUPERVISED BY: Director of Operations/Administrator
SUPERVISES: DCW, Res. Mentor, CIC, Assistant PM
STATUS: FT; Salaried with Benefits
BENEFIT ELIGIBLE: AFLAC; Health with contribution, PTO
RATING SCALE:
5- Excellent; 4- Competent; 3- Average; 2- Needs Improvement; 1- Not Compliant

Last Name, First Initial:
Hire Date:
Other Date:
Evaluation Due Date:
Type of Evaluation: __90 day __Annual

Position Summary:

Under the direction of Director of Operations/Administrator, Provide supervision to residents and staff within Turning Leaf Programs. Provide communication across, within and between all players and functions providing services to the resident as applicable. Maintain a professional relationship with residents of TLRRS while modeling and guiding appropriate social interaction for residents and staff.

Contacts:

Consumers, treatment Team both at TLRRS, Direct Care Staff; the referral source/placing agency; within the community, guardians, state licensing consultant, residents, employers, medical personnel, accrediting bodies, and any other community agencies as appropriate.

Job Requirements- Essential:

Before performing assigned tasks, must possess:

- Bachelor's degree in related field in social work, psychology or human services field preferred;*** capable of completing required reports and following written and oral instructions; suitable to meet the physical, emotional, intellectual, and social needs of each resident; and capable of handling emergency situations. At least two year experience with population served. In select circumstances, at least five years' experience in the field of population served will be accepted in lieu of formal education.
- Shall be up to date with the following **trainings and demonstrated competencies:**
 - MDCH Group Home Curriculum (Lansing)
 - County Specific Trainings (Muskegon & Holland ONLY)
 - Recipient Rights Training
 - CPR & First Aid
 - De-escalation Training (DST, NAPPI, CPI)
 - Corporate Compliance Training
 - Cultural Competence Training
 - Limited English Proficiency (LEP) Training
 - Medication Administration (Turning Leaf Med Training after 90 days)
- 18 years of age or older;
- Clear Criminal History and Background Check;
- Valid Michigan Driver's License with less than 4 points;
- Negative Drug Test;
- Complete and Pass Physical Examination;
- Travel to various sites in and out of county may be required with company vehicle only.
- Maintain a positive and professional relationship with all internal and external stakeholders.

10. Be considerate and cognizant of resident, employees, and other TLRRS stakeholders cultural diversity at all times.
11. Protect and advocate residents' rights as stated in the Michigan Mental Health Code.
12. Take universal precautions required to minimize the risk of infection(s).
13. Proficient in computer skills to include the Internet, Electronic Medical Record, Scheduling Software; Microsoft Word, Excel and Power Point ®.

_____ ***Employee Currently maintains all the Basic Job Requirements (YES or NO)***
If No, indicate what areas are not currently compliant:

Attendance:

- Employee will demonstrate responsible work history at all times.
- Employee will consistently and accurately complete a timesheet.
 - Employee will responsibly request and utilize PTO with prior authorization.
 - On Call, After Hours, available for crisis/emergency contact

Comments:

_____ **Total # of Policy Violations/Written Warnings**

Program Manager Job Responsibilities:

(Supervisor: Please rate EACH ITEM on a scale of 1 – 5; please provide job performance feedback and include specific suggestions in order to for employee to improve)

As a Turning Leaf Program Manager, you will be expected to function as active LEADER to provide treatment based services to consumers with mental illness, developmental disability and/or traumatic brain injury.

_____ Active member of the admission, transition, and discharge process by ensuring the completion of relevant documentation per DHS licensing, accreditation body, and placing agency guidelines. Complete all AFC Licensing Documents and submit to Administrator for approval and signature.

_____ Maintain Consumer Clinical Charts (EMR & Physical Clinical Charts). Audit Consumer Charts Quarterly (utilizing Chart Audit Tool) to ensure chart integrity. Ensure that EMR has most up-to-date information.

_____ Participate in Person-Centered-Planning (PCP) meetings with Clinical Team and external stakeholders. Provide input regarding consumer's progress toward treatment plan objectives.

_____ Maintain regular communication with external stakeholders to include: CMH Case Managers; Guardians, Payees, Office of Recipient Rights, etc.

_____ Oversees Community Integration Coordinator's implementation of Day Programming, Community Integration/Recreation Outings and In-Home Activities Schedule. Oversee and ensure the implementation of Skill Building Groups for residents.

_____ Meets with residents at resident meetings and individually as needed to assess progress towards goals of treatment and to allow residents the opportunity to express issues and concerns.

_____ Assists the staff and consumer during routine and non-routine times with Crisis Intervention. De-escalation skills training vary by Location; apply Principles of NAPPI or CPI appropriately. Problem solve with residents as issues arise.

_____ Management of Funds: Resident Personal, Recreation/Work Program, Consumer Store and Behavior Plan Funds

- Reconcile all program related funds on a monthly basis; submit to Director of Operations
- Obtain resident signatures on all financial ledgers at time of transaction

_____ Ensure Program Compliance with external stakeholder standards

- Administer Quarterly Client Satisfaction Surveys and submit to Administrator
- Assist Administrator with required site visits with external stakeholders as needed (Included are Tours, CMH stakeholders, Recipient Rights, AFC Licensing, CARF, etc.)

_____ Ensure accurate incident reporting (IR); ensure all IRs are submitted to Administrator immediately with steps taken reported accurately and thoroughly. Contact appropriate stakeholders when necessary.

_____ Oversee implementation of Behavior Support Plans in coordination with internal Case Manager

- Train Direct Care Staff on Behavior Support Plan implementation
- Ensure that Direct Care Staff are following BSPs and completing necessary documentation
- Make recommendations with regard to changes needed for BSP planning.

_____ Maintain Accurate Records of Consumer Occupancy per month. Maintain Accurate Records of Enhanced Staffing/1:1 Staff provided to consumers (if applicable). Submit Occupancy Reports to Administrator by 1st of month.

_____ Turning Leaf's Program Managers will be responsible for HR duties for respective program(s).

- The PM will interview, orient and find appropriate staff to train new hires

- Ensure adequate new hire orientation for each staff including review of Turning Leaf handbook and New Hire Orientation Checklist
- Train/Orient staff on treatment plans, behavior plans, special observations, etc.
- 45/90/Annual Evaluations completed thoroughly and in a timely manner.
- Staff discipline (as needed); Work with Operations Manager to keep accurate and thorough personnel records following Turning Leaf Policies & Procedures

_____ Oversee Staff Schedule (on a weekly or bi-weekly basis); ensuring resident safety with approved staffing ratios while minimizing/eliminating staff overtime hours.

- Submit staff schedule to Director of Operations in a timely manner for approval
- Approve timesheets prior to payroll while ensuring attendance forms correspond to schedule changes & timesheets

_____ Provide support to Program Staff

- Ensure that Shift Supervisor and Direct Care Workers are competent in regards to completion of daily progress notes, treatment plan requirements, and any other pertinent documentation and/or treatment plan expectations. Provide concrete examples to staff when areas of improvement arise.
- Provides staff with feedback regarding interventions used with residents and answers questions pertaining to resident treatment plans and/or problems/concerns with resident behavior. Actively provides positive role modeling to Program Staff
- Provide support to Team with use of EMR system (NextStep) or paper documentation; ensure necessary documentation is completed by staff for every shift.

_____ Conduct Staff Meetings at regular intervals

- Provide staff with updated information regarding policies, procedures and consumers
- Keep accurate and complete minutes including sign in sheet

_____ Oversee and ensure staff adhere to Cottage Menu in Licensed Settings. Ensure that menus are posted per AFC Licensing Rules. Ensuring special diets (diabetic, additional calorie diets, etc.) are posted and followed per doctors' orders. Take into account resident cultural/ethnic/religious needs.

_____ Oversee Program Shopping of: groceries and other cottage supplies (cleaning, office supplies, etc.) while maintaining monthly budget set by Executive Director.

_____ Manage Monthly Budget set by Administration. (Included in monthly budget: Credit Card expenses; Recreation Funds; Cottage Furnishings, Groceries, etc.) based on monthly census. Approve monthly reconciliation of credit card purchases and submit to Director of Operations in a timely manner

_____ Complete Monthly Drills (Fire - Monthly, Severe Weather – semiyearly, Violence in the Workplace – once per year) per Turning Leaf policy. E-Scores for all licensed cottages.

_____ Maintain TLRRS company vehicles on an ongoing basis. Complete Monthly Vehicle Inspection forms. Report concerns ASAP and submit quotes to Director of Operations for repair approval. Quarterly Vehicle Maintenance Checkup at Authorized Dealership.

_____ Report Home Maintenance Repairs or Safety Concerns ASAP to appropriate maintenance staff. Schedule maintenance when appropriate.

_____ Oversees Direct Care Workers, Residential Mentor, Assistant Program Manager, Community Integration Coordinator (where applicable).

_____ **TOTAL** of all above rated items / divide by **23** (number of items) = _____ **Average Rating**

Comments:

I have read and understand the job description and requirements, as outlined above.

Employee Signature

Date

Annual Evaluation Summary & Upcoming Goals/Objectives

Average Rating Score _____ / divided by **5** = Total Percentage _____%

Pay Increase (based on Percentage) = _____/hour

GOALS FOR UPCOMING YEAR

Expected Completion Date:

1.

1.

2.

2.

3.

3.

Development Objectives (How do you plan to achieve your goals?)

1.

2.

Employee Signature

/ Printed Name

Date

Program Manager Signature

Date

Employee Comments:

Revised 1/2014 DSA