

# Assistant Program Manager - Satellite

*POSITION DESCRIPTION*

DATE: 3/2017  
 TITLE: Assistant Program Manager – Satellite  
 LOCATION(S): Any program location other than Lansing  
 SUPERVISED BY: Program Manager, Program Director  
 SUPERVISES: Direct Care Workers (DCW)  
 STATUS: FT; Salaried  
 BENEFIT ELIGIBLE: Yes, with Level 3 Benefits  
 RATING SCALE:  
 5- Excellent; 4- Competent; 3- Average; 2- Needs Improvement; 1- Not Compliant

<b>Last Name, First Initial:</b>
<b>Hire Date:</b>
<b>Other Date:</b>
<b>Evaluation Due Date:</b>
<b>Type of Evaluation:</b> ___ 90 day ___ Annual

**Position Summary:**

Under the direction of Program Manager and Program Director, an Assistant Program Manager provides 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 Turning Leaf while modeling and guiding appropriate social interaction for residents and staff.

**Contacts:**

Consumers; Clinical Team both at Turning Leaf, the CMH, case management agency, and within the community, guardians, state licensing consultant, employers, medical personnel, accrediting bodies, and any other community agencies as appropriate.

**Job Requirements- Essential:**

1. Before performing assigned tasks, shall be up to date with **trainings and demonstrated competencies:**
  - County CMH Trainings
  - Recipient Rights Training
  - CPR & First Aid
  - De-escalation Training (MANDT or other approved de-escalation training)
  - Medication Administration (Turning Leaf Med Training after 90 days), if applicable
2. 18 years of age or older;
3. Clear Criminal History and Background Check;
4. Valid Michigan Driver’s License with less than 4 points;
5. Negative Drug Test;
6. Complete and Pass Physical Examination;
7. Travel to various sites in and out of county may be required with company vehicle only.

\_\_\_\_\_ ***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 has shown willingness to help cover shifts in emergencies situations.
  - Employee has been at work timely with no LATE/TARDY
  - Employee has not had No Call/No Show in attendance history
  - Employee will consistently and accurately complete a timesheet.

**Comments:**

\_\_\_\_\_ **Total # of Policy Violations/Written Warnings**

**Assistant Program Manager (APM) Job Responsibilities:**

*(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 Assistant Program Manager, you will be expected to function as an active Team Member to provide treatment based services to consumers with mental illness, developmental disability and/or traumatic brain injury. You directly report to the Lansing Program Manager and Program Director.

\_\_\_\_\_ **Displays Team Member work attitude and contributes to a successful work environment.**

Demonstrates dependability and competency in all areas of work duties including asking for assistance when needed. Present to work with appropriate personal hygiene, dress code and appropriate Footwear. Wear name badge. Demonstrate a positive work attitude in all daily work functions.

\_\_\_\_\_ **Communicate appropriately and accurately in writing and orally with pertinent resident information regarding behaviors and progress made towards treatment plan goals.**

This includes ensuring that all daily charting requirements (Paper or Next Step), outing documentation, enhanced staff (1:1) documentation and medication administration documentation. Provide support to Program Staff; Ensure that DCWs are completing daily documentation, Charting, behavior plan documentation and any other documentation required. Ensure that DCWs are following Behavior Support Plans and completing necessary documentation.

\_\_\_\_\_ **Administer, witness and document Medication Administration as prescribed.**

Assist with teaching and training staff to properly administer and document medications. In some program locations, this may include medication reconciliation; cycle fill; packing medication boxes and other medication related duties to assist APM/PM.

\_\_\_\_\_ **Create & Ensure that Staff Schedule is followed at all times.**

When schedule changes occur, complete appropriate documentation turn into Program Manager. APM will find coverage while OT is reduced or eliminated. APM may be required to cover a shift in the event that coverage cannot be found. When to Work or other scheduling software should be Up-to-date at all times with accurate information.

\_\_\_\_\_ **Attend All Staff Meetings.**

Stay up-to-date with information regarding policies, procedures and clients; educate staff regularly and reinforce policies and procedures.

\_\_\_\_\_ **Assist, Guide, Prompt, Redirect & Teach Residents skills to reach goals stated in their plan of service and behavior support plans.**

Know and understand each individual's plan in order to implement appropriate interventions.

- Duties include but are not limited to: bathing, dressing, personal hygiene, eating/feeding, assist with personal requests, household chores and engaging as a supportive & active companion
- Assist, perform and/or cue resident to complete household chores to maintain a safe and clean environment. Encourage resident to work alongside with staff to maintain household.

\_\_\_\_\_ **Ensure quality living standards are maintained as it relates to cleanliness, nutrition, and medical needs.**

Quality living standards include entire cottage from common areas to bedrooms. Ensure that DCWs are completing the cottage cleaning checklist every shift.

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**Ensure that Cottage and/or SIL staff are following posted Menus or Doctor's Orders.** This includes portion control and dietary instructions. Ensure that staff is following posted Cottage Menus. Ensure that menus are posted per AFC Licensing Rules. Ensure special diets (diabetic, additional calories, gluten free, etc.) are posted and followed per doctors' orders.

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**Be alert and attentive to residents at all times, this includes refraining from cell phone, computer or other device usage during work hours.** Provide supervision and safety for all residents in the program. Ensure that DCWs are supervising residents at all times. Protect residents' rights as stated in the Michigan Mental Health Code. Ensure Recipient Rights are protected at all times. Assist with making a RR complaint as necessary or when requested.

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**Provide Crisis or Medical Intervention as necessary; apply principles of nonviolent crisis intervention appropriately.** Problem solve with residents as issues arise. Provide CPR or First Aid and/or notify emergency response if necessary. Expected to teach, model and coach staff on appropriate strategies for resident de-escalation. Program Manager & Health Services Manager must be contacted for any emergency.

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**Assist Program Manager with HR duties;** this may include any or all of the following: Participate in New Hire Orientation; assist with training new DCWs using Turning Leaf Orientation Checklist. Assist Program Manager with staff discipline, when needed.

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**Assist Program Manager with program shopping to include:** Groceries, Cottage Supplies, Cottage Furnishings, Fuel & Cleaning Supplies while maintaining monthly budget set by administration. Budget based on census. After supplies are purchased; ensure that supplies are distributed and used appropriately while minimizing waste, abuse or fraud. Report concerns of waste, abuse or fraud to Program Manager immediately. Ensure that Cottages are Stocked and Prepared for a successful day. This includes stocking groceries, cleaning or other household supplies, ensuring appropriate food is present in each setting.

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**Encourage residents to attend Skill Building, Group Therapies and Community Integration activities.** Facilitate Skill Building groups/activities for residents in the program. Participate and encourage residents to attend community integration activities, participate in weekly schedule and in-home recreation with residents living in the home. Document all groups and services.

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**Ensure that each cottage "White Board" or Information Board is filled out every night in advance for the next day.** This will include a specific list of groups and activities to take place the following day; who is working, menu items and appointments off site.

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**Assist with Emergency Preparedness & Routine Maintenance** Assist Program Manager by maintaining company vehicles on an ongoing basis. Report Cottage/Apartment Maintenance repairs and Safety Concerns ASAP to maintenance. Supervise and assist residents with Emergency Preparedness planning. (Fire Drills, Weather Evacuation and other emergency Drills.)

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

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

\_\_\_\_\_  
*Date*

**Comments:**

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**Annual Evaluation Summary**

\_\_\_\_ **TOTAL** of all above rated items / divide by **15** (number of items) = \_\_\_\_ **Average Rating**  
**Average Rating Score** \_\_\_\_ / divided by **5** = **Total Percentage** \_\_\_\_%

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**Upcoming Goals/Objectives and/or Performance Improvement Plan**

- *Please Check if this is a Performance Improvement Plan*
- *If PIP, Date to be re-evaluated* \_\_\_\_\_

**GOALS FOR UPCOMING YEAR**

**Expected Completion Date:**

1.	
2.	
3.	

\_\_\_\_\_  
*Assistant Program Manager Signature*

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*Date*

\_\_\_\_\_  
*Program Manager and/or Program Director Signature*

\_\_\_\_\_  
*Date*

**Employee Comments:**

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