

POSITION: Program Manager

POSITION SUMMARY:

This position will provide oversight of staff and the program offered at the Adult Day Center that addresses the health, psychosocial, and educational needs of older individuals and their caregivers. Responsible for the planning, coordinating and effectively implementing of the Adult Day Center Program. This position will provide oversight of the Gateways for Seniors homecare department, providing management to field staff, reviewing quality assurance measures, and handling client relations.

ESSENTIAL JOB FUNCTIONS:

Adult day Center

- Supervise the Adult Day Center staff
- Work with Career & Technical Education Instructors to coordinate students working at Center
- Complete all required paperwork with new clients and update yearly as required
- Provide counseling for clients and client's families when appropriate and make referrals, as necessary.
- Supervise the recruitment and training of volunteers
- Work collaboratively with caretakers, transportation, local and national agencies, and all stakeholders.
- Build an organizational culture across Center that supports effective advancement of the goals of the Adult Day Center.

Gateways 4 Seniors

- Provide bi-monthly supervision of field employees
- Schedule field staff and manage schedule changes as necessary
- Management of field employees

Both Programs

- Keep accurate records on program participation. Supervise and evaluate program procedures and staff.
- Facilitate staff meetings on a regular basis
- Recruit and screen referrals of clients to program
- Work collaboratively with Human Resources for staff recruitment, hiring and training
- Develop or revise policies and procedures pertaining to programs while ensuring compliance with agency operating philosophy as well as agency and state regulations and requirements.
- Maintain current regulatory expertise and ensure program compliance with agency and funders' policies, procedures, and program eligibility requirements. Attend and manage audits and site visits maintaining compliance with all program regulations.
- Participate in Quality Assurance initiatives
- Create operating systems, processes and administrative workflows that achieve efficiencies and ensure accurate and timely results.
- Oversee monthly billing reports

OTHER RESPONSIBILITIES:

- Responsible for promoting health & safety within organization as defined by Safety Committee/Company policy
- Promote & work towards meeting agency goals and objectives as defined in the strategic plan.
- Compliance with all Gateways Community Services policies and procedures
- Complete all necessary required trainings and continue to attend training.
- Work collaboratively with other staff/departments and programs as necessary
- Perform other work-related duties as assigned.

QUALIFICATIONS:

- Possess an associate degree or bachelor's degree with experience working in program, supervising staff.
- Experience in working with elderly individuals.
- Experience with managing day programs preferred.
- Effective interpersonal and communication skills
- Good organizational/time management skills
- Proficient in Microsoft Windows XP environment including working knowledge of Word, Excel, Outlook along with relational data base knowledge (Microsoft Access and/or Harmony preferred)
- Possess reliable transportation, valid drivers' license, and applicable vehicle insurance for business travel.