

Job Summary

The Program Manager provides ongoing support and training to staff as well as oversight of all facilities, equipment, supplies, and travel for the assigned residential program. Under the direction of the Program Administrator, supervises various program staff including any program and shift supervisors and direct support professionals in order to ensure a well-run, safe and therapeutic program that meets the needs of the children and supports them in obtaining their goals. Acts as the Program Administrator in his/her absence.

General Responsibilities/Expectations:

- Contributes to Pathways' mission, vision, and program philosophies by way of work product and professional behavior with both internal and external consumers.
- Adheres to licensure requirements and regulations as set forth by the Texas Department of State Health Services and Texas State Board of Examiners
- Participates actively in agency quality assurance activities including performance and outcomes review, case record review, stakeholder satisfaction review, incident review, and improvement planning.
- Demonstrates an awareness, appreciation and respect for diverse cultures and individual differences of clients and fellow employees.
- Acts as the Program Administrator in his/her absence.
- Adheres to all current federal & state laws, as well as Pathways Policies and Procedures, including the safeguarding of confidential healthcare information and compliance with the Health Insurance Portability & Accountability Act (HIPAA).
- Ensures that all Residential Child Care Licensing and Contract Standards, other standards and Pathways policies and procedures are implemented.
- Reports immediately any suspected incidents of child abuse or neglect to his/her immediate supervisor and the Child Abuse Hotline (1-800-252-5400).
- Reports serious incidents as well as significant and unusual incidents per agency policy and reports to agency management and Department of Family and Protective Services (DFPS) caseworker or Single Source Continuum Contractor (SSCC), as appropriate.
- Establishes relationships and communicates with residents, caseworkers/probation officers, family members, and staff.
- Identifies and seeks resolution for potential problems arising with staff or other involved parties.
- Attends staff / agency meetings.
- Attends trainings, conferences, workshops, seminars, and any other programs to ensure that 50 hours of continuing education in a year is completed.
- Completes other duties as assigned.

Program:

- Ensures that all Residential Child Care Licensing and Contract Standards, Youth for Tomorrow Standards, and Pathways' Policies and Procedures are implemented.
- Reports to the Program Administrator regarding support services, personnel and fiscal issues, etc.
- Assists the Program Administrator in short and long-term planning for the program.
- Responds to emergency and crisis situations.
- Assists with ensuring program policies and procedures are up to date and available for staff review.

Facility Safety:

- Complete and documents facility inspections and generates work orders for repairs when necessary.
- Prepares for any off-site travel activities (i.e. needed items, menus/food, etc.).

Staff:

- Provides leadership and direction to supervisors and direct care professionals. Acts as a role-model and mentor.
- Listens to staff concerns and works with them to resolve.
- Assists with staff recruitment and hiring.
- Facilitates orientation and initial training of new staff.
- Provides ongoing training through on-the-job training and curriculum-based training.
- Oversees work schedules for staff to ensure adequate supervision of residents.
- Assists in the review of staff time sheets and vacation requests.
- Assists with completing staff performance evaluations, employee corrective actions, performance plans and terminations.

Residents:

- Participates in intake staffing.
- Develops Recreation Calendar as applicable for the program.
- Reviews and approves Incident Reports and provides feedback to staff when necessary.
- Attends program activities held off site as necessary.
- Assists with community service projects.
- Intervenes in crisis situations involving residents when necessary.
- Transports residents when necessary.
- Attends court hearings when necessary.

Supervisor: Program Administrator

Supervises: Program and Shift Supervisors, Direct Support Professionals

Work Hours: This is a full-time, minimum 40 hours per week position including some weekend, holiday, and evening hours

Work Environment: Exposure to the outdoors and indoor office work

Classification: Exempt

Education & Experience**REQUIRED:**

- At least 21 years of age
- High School Diploma or G.E.D.
- Strongly prefer Bachelor's Degree in a social service area from an accredited college or university
- A minimum of three years of supervisory or manager experience in a therapeutic program or general residential operation serving children diagnosed as emotionally disturbed
- Must have at least 2 years of experience working with children in a child placing agency, or general residential operation If working in our IDD program, must have 2 years of experience working with children with developmental disabilities such as Autism, is preferred

Knowledge, Skills, & Abilities

- Strong commitment to, and expertise in, working with children placed in substitute care
- Good understanding of child growth and development
- Ability to support the agency's culture, growth, and success through communication, accountability, and positivity
- Ability to be clear headed and decisive based on the scope of the position
- Ability to work efficiently and effectively both individually and as part of a team
- Ability to appropriately accept feedback through the supervision process - thus displaying the willingness to learn, grow, and improve
- Demonstration of positive role modeling and leadership skills

Residential Program Manager

Updated 4.30.2021

- Ability to relate positively to residents, family members, staff, caseworkers/probation officers, referring agencies, volunteers, etc.
- Effective oral and written communication skills
- Competent in using Microsoft Word, Excel, the Internet, and other software applications
- Organizational skills

Additional Requirements

- Proof of valid Texas Driver's License (Type C)
- Access to reliable transportation
- Proof of valid/current auto insurance
- Copy of official state driving record
- Three (3) employment references
- Cleared criminal background check and signed statement regarding felony indictments/convictions
- Cleared TB test results (current within 12 months prior to employment)
- Cleared drug screen
- Working cellular telephone at all times for on-call and after-hours availability

Physical and Mental Demands

With or without reasonable accommodation, the physical and mental requirements of this job may include the following: frequent manual dexterity, seeing, hearing, speaking, and writing clearly. Frequent reaching with hands and arms, stooping, kneeling, crouching, crawling, frequent sitting, standing and walking may be required for long periods of time and may involve climbing stairs, walking up inclines, and on uneven terrain. Additional physical requirements may include, frequent lifting and or moving up to 25 pounds. Ability to verbally and physically engage with clients in games and activities and in the event of emergency. Ability to remain calm in stressful situations.

DISCLOSURE STATEMENT

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

Pathways Youth and Family Services, Inc. does not discriminate on the basis of race, color, age, national origin, religion, creed, disability, marital status, gender, gender identity and/or expression, sexual orientation, genetic information, status regarding public assistance, military status or any other characteristic protected by federal, state or local law in any of its activities or operations. Pathways is committed to a diverse and inclusive working environment and to providing an environment free of abuse, neglect, harassment or exploitation for employees and for children, youth and families we serve.

I HAVE READ THE ABOVE JOB DESCRIPTION AND UNDERSTAND THE REQUIREMENTS OF THE JOB.

Printed Name

Signature

Date