

Developmental Enrichment Centers JOB DESCRIPTION

JOB IDENTIFICATION

POSITION TITLE: Assistant Program Manager
PROGRAM: Day Program Services
CLASSIFICATION: Exempt
WORK HOURS: 8am to 5pm
REPORTS TO: Director of Operations

ESSENTIAL FUNCTION

This position requires the individual to design, train, support, and implement therapeutic activities to meet the needs of adults with physical and developmental challenges. Activities are geared toward enhancing the emotional, physical, developmental, and social growth of program participants, while fostering self-esteem, increasing social and community safety skills, initiating the development of new daily living skills and decreasing or eliminating those behaviors that are most challenging and/or disruptive to positive relationships. Curriculum implementations include, but are not limited to, arts and crafts, sports, nature walks, structured play, creative movement, music, life skills, home economics, social skill development, and community integration and safety.

EDUCATION & EXPERIENCE

- Must have a Bachelor's Degree in Health Services, Early Education, or Social Science from an accredited college or university or a closely related field; and a minimum of (2) years of professional experience in the management of a human service delivery system, OR
- Associates Degree in related fields as mentioned above and (5) years of experience in a human services delivery system including at least two (2) years in a management or supervisory position in the care of individuals with developmental disabilities.

KNOWLEDGE & SKILLS

- Competent in principles and practices used in management, supervision, and training.
- Understands problems and needs of members, the responsibility of an advocate and self-determination principles and practices.
- Ability to analyze information, evaluate situations, and make appropriate decisions.
- Establish and maintain effective working relationships with professional and support staff
- Communicate effectively in English, both orally and in writing, and demonstrate the ability to prepare comprehensive and technical reports.
- Must be self-directed, motivated and serve as a role model for staff throughout the organization.
- Must be capable of managing multiple operational and developmental projects, functions, and activities simultaneously.
- Exhibit the ability to define and solve practical problems while interpreting a variety of instructions furnished in written and oral form.
- Strong interpersonal and communication skills, conflict resolution and mediation skills.

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- Demonstrate the ability to foster a cooperative work environment.

LICENSES AND CERTIFICATES

- CPR/First Aid Certification
- Fingerprint Clearance Card
- Article 9 Certification
- Valid Arizona Driver's License
- Prevention and Support Certification (Must obtain within 90 days of hire)
- Direct Care Worker Certification (Must obtain within 180 days of hire)

DUTIES / RESPONSIBILITIES

- Complete official enrollment for Day Program and Center Based Employment services and compile required documentation into the individual's confidential file.
- Create allergy alert signage and authorized member pick-up list. Verify required documents are received prior to member receiving services.
- Review all program member confidential files prior to coach assignments and document acknowledgment of the same.
- Monitor member activities periodically to assess member engagement, coach support, overall success and achievement of scheduled activities and notate in outcome performance report.
- Record member attendance daily and submit at week's end to the Director of Operations via email.
- Post and maintain record of daily member ratios, making necessary coach assignments to comply with DDD contract requirements and submit copy at week's end to the Director of Operations. Call the Director immediately if a problem is identified.
- Provide input to Administrative Assistant related to Weekly Lesson Plans in accordance with program curriculum, to include individual member outcomes.
- Record coach absences or tardiness on daily attendance log and transfer information to annual coach attendance calendar.
- Call Director of Operation in the event of staff absence and provide coverage until a replacement coach is identified and available.
- Monitor coach performance to ensure compliance with all DEC policy and procedures, providing coaching, counseling, and discipline as needed, including verbal and written warnings. Provide a copy of all coach discipline administered to the Director of Operations.
- Review bi-monthly staff timesheets for accuracy making note of variations if necessary. Hand delivered to the Director by 3pm of the 1st and 16th of each month.
- Ensure coaches comply with DEC uniform requirements to include employee badge, uniform shirt and all necessary emergency paperwork.
- Monitor delivery of transportation services daily to ensure proper adherence to DEC policy

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- Review daily case notes and outcome data sheets by coaches on a weekly basis to ensure progress notes are in accordance with the goals and objectives of each member.
- Facilitate coach review of member records prior to initiation of service delivery and ensure that all member files are signed by coach staff.
- Provide a detailed written report of all incidents and submit via email to QA Administer within 4 hours for review. Upon approval from QAA, submit a copy to DDD and a member representative. Save electronic copy to appropriate files on server and print copy for member confidential files.
- Plan and develop monthly “Special Activity” calendars following member input with coach coaches and submit them to the Director of Operations for approval.
- Verify related member activity charges are in accordance with posted activity fees; and make reservations or special accommodations for events as needed.
- Coordinate program outings to include verifying proper assignment of coaches and members to vehicles, delegating specific coaches as responsible for outing including management of member funds and medication; and verification of completed outing sheet upon conclusion.
- Maintain a physical copy of all weekly lesson plan materials in a master file.
- Generate Quarterly Member Progress Report and submit electronically to support coordination. Provide printed copy of report to parent/responsible party and place additional copy in member file both electronic and physical.
- Work with members, care providers and loved ones to address any concerns and generate a written account of issue(s) presented. Seek mediation assistance from Director of Operations for all escalated matters; generate written record of concerns expressed along with agreed upon resolution; submit report to Director of Operations; and maintain record of transactions in member confidential file.
- Conduct monthly safety drills; generate reports and submit to the Director of Operations.
- Observe members 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 immediately, any observations of your own or the program’s staff to the Director of Operations and complete “Notice to Care Provider” to go home with the member.
- Maintain vehicle keys and record all fuel purchases for facility activities on Cash Fund Voucher form and submit bi-monthly with payroll to Director of Operations.
- Maintain security of DEC facility and vehicle usage through careful monitoring and adherence to policy.
- Ensure good customer service is delivered to members, care providers and loved ones.
- Attend and participate in all mandatory company training, in-services, and staff meetings.
- Build and maintain a positive and professional relationship with all DEC members, care providers, support coordinators, staff, and the community at large, including performing all duties to professionally represent, exemplify, and champion Developmental Enrichment Centers.
- Comply with all state, federal, local laws and regulations as well as DEC policies and procedures.
- Perform all other duties as assigned.

POSITION REQUIREMENTS

- Must maintain consistent, on-time attendance.

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- Must dress in business casual attire. Additionally, must wear closed toed shoes.
- Must have a valid and appropriate driver's license and driving record that meets DEC's policy and the insurance carrier underwriter guidelines and requirements,
- Must have current basic liability coverage on personal vehicle and proof of the insurance
- Must have a current vehicle registration of personal vehicle,
- Must maintain a personal vehicle in safe operating condition,
- Must be able to drive personal vehicle or DEC vehicle,
- Must carry a cell phone to cover after hours and emergency calls for service
- Must be comfortable providing support to adults with developmental disabilities.
- Must be able to maintain confidentiality.
- Must exercise good judgment and make competent decisions.
- Must exhibit strong organizational skills, detail-oriented, and able to multitask.
- Must exhibit strong customer service skills.
- Must have basic computer and electronic file management skills.
- Must be able to be flexible, work closely and cooperatively with the entire team.
- Must be able to read, write and communicate in English, including writing daily reports and completing all required documentation.

PHYSICAL & MENTAL REQUIREMENTS

- Able to sit and stand for extended periods of time.
- Able to walk for extended periods of time.
- Able to push and pull for extended periods of time.
- Able to visually see for extended periods of time.
- Able to hear and listen for extended periods of time.
- Able to speak for extended periods of time.
- Able to bend, squat, stretch, twist or reach out with the body, arms and/or legs as required.
- Able to drive for extended periods of time, as required.
- Able to assist members in and out of a vehicle or bus.
- Able to lift 50 pounds
- Able to write daily and monthly reports and complete all required documentation.
- Able to maintain a high level of mental concentration.
- Able to work in a fast-paced and dynamic 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. Developmental Enrichment Centers reserves the sole right to add, modify

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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.

Associate Name (Print)

Associate Signature

Date