

Autism Delaware Inc.

Job Description

JOB TITLE: Family Support Operations Manager

DEPARTMENT: Family Support

REPORTS TO: Director of Family Services

EFFECTIVE DATE: 6/17/2022

FLSA: Full Time or Part Time

SUMMARY:

The Family Support Operations Manager enjoys working in a team environment as a leader who is responsible for day-to-day business operations and managing family support contracts and grant responsibilities. He/she/they serves as the Family Support liaison to Autism Delaware's billing department, ensuring productive and efficient operations. The Operations Manager also supports staff operations, such as monitoring and approving payroll and time off requests, assisting with quality assurance and scheduling, and assisting with new hire onboarding. He/she/they collaborates with funders to ensure continued viability and sustainability of programs and services. This individual must be able to build positive relationships with team members, other internal departments, and community partners.

The candidate must demonstrate basic knowledge of autism spectrum disorder and ability to learn core family peer support. He/she/they must be able to share that knowledge effectively in presentations and meetings with community partners and professionals.

This position supports programs for engaging children, adults and families affected by autism spectrum disorder (ASD), and assists in ensuring the success and growth of our programs. Excellent written and oral communication skills are a must, along with organizational skills, strong task management, and the ability to thrive in a team environment.

DETAILS:

ENTRY LEVEL QUALIFICATIONS:

- At least two years' experience preferred with programs that support individuals families impacted by autism or other significant experience working with the disability community. Lived experience parenting a child with ASD preferred.
- Excellent oral and written communication skills.
- Excellent organizational and time management skills.
- Strong skills in a variety of personal computing software applications, such as database systems, spreadsheets, word processing, report writing, etc.
- Ability to lead in a team environment

- College Degree; Bachelor's Degree preferred
- Ability to adhere to our organization's core values, mission, and confidentiality policies
- Valid Driver's License
- A personal vehicle is required
- Employment is contingent on passing background check and drug test

QUALIFICATIONS FOR CONTINUED EMPLOYMENT:

- Adherence to all policies and procedures.
- Punctual and regular attendance as scheduled.
- Successful, safe and effective implementation and completion of job tasks.
- Ability to seek direction and address feedback received as needed.
- Builds trust with colleagues through regular, open and honest communication.
- This job description in no way states or implies that these are the only job duties to be performed by the incumbent. He/she/they will be required to follow any other instructions and to perform any other duties requested by their supervisor.

WORKING CONDITIONS:

This is a part-time or full-time salaried position. Attendance at evening events, parenting events and other social activities is required. Travel to other locations to be expected.

JOB RELATED DUTIES

ESSENTIAL FUNCTIONS:

1. Understands and models agency and department's commitments, mission, vision and treatment philosophy

- Demonstrates & models sensitivity to cultural background of youth, adults, families, and co-workers
- Responsible for developing and cultivating relationships and collaborations in the community, and maintaining a commitment to cultivating the same among our team members.
- Actively participates in meetings, demonstrating self-awareness, responsibility, initiative and professionalism
- Is flexible and accommodating in unplanned or crisis situations
- Demonstrates a commitment to ongoing professional development through the study and practice of new skills and obtaining new knowledge in the field
- Seeks and accepts help and direction freely and when needed

2. Monitors and supports departmental operations

- Serve as point of contact with external account vendors, including developer of electronic client record software, to address any system challenges staff experience. Works with Director of Family Service to address software needs, updates, and changes.
- Assists with preparation of the budget and effectively manages to that budget
- Works with the Director of Family Service to identify gaps in policies and procedures for the department and implement changes needed.
- Collects and reviews data to assist with quality assurance.

- Demonstrates follow through on team's goals and plans

3. Serves as liaison to billing department and supports management of departmental contractual obligations

- Supervise and support Billing Associate to ensure invoicing and authorizations processes are running efficiently and meet contractual obligations
- Manages contractual relationships, including drafting progress reports, identifying potential new and innovative sources of funding

4. Effectively manages personnel

- Monitors and approves payroll and time off requests
- Monitors and approve staff mileage reimbursement submissions
- Learns, trains and supports all service related database and software systems
- Provides training on operational duties and software systems such as Paychex, electronic record software, etc.
- Assists with interviewing, hiring and onboarding of personnel

5. Works effectively with the team to ensure excellent service delivery

- Represents Autism Delaware effectively at state level committee meetings, partner agency collaborative meetings, and other professionally related forums
- Must be flexible to ensure sensitive and solution-based approaches to service changes
- Plans and supports meetings including logistics (time, date, and advertising),
- Is accessible and models maintaining professional boundaries with clients and staff
- Manages work tasks and flow effectively

6. Effectively and professionally manages documentation

- Writes and submits clear, accurate, and thorough reports in a timely manner, including reports to funding sources
- Documents service delivery to children, adults and families in appropriate databases and supports all family support staff with utilizing database systems
- Maintains excellent, thorough notes and submits all required documents in a timely fashion

NON - ESSENTIAL FUNCTIONS:

1. Participates in agency standing committees as requested.
2. Safely manages all aspects of job responsibilities:
 - Maintains a safe & hazard-free work area. Effectively monitors facilities & equipment for cleanliness and hazards. Raises concerns when appropriate
 - Identifies potential program risks and brings these issues to the attention of the appropriate people immediately.
 - Protects the privacy of individuals and the confidentiality of information unless consent to disclose information is received or disclosure is required by law.