

Autism Delaware Inc.

Job Description

JOB TITLE: Family Service Program Manager

DEPARTMENT: Family Services

REPORTS TO: Director of Family Services

EFFECTIVE DATE: ASAP

FLSA: Full Time

SUMMARY:

The Family Service Program Manager enjoys working in a team environment as a leader who is responsible for day-to-day operations and staff support and growth. The Program Manager holds an active behavioral health license, such as an LCSW or LPCMH. Working closely with the Director of Family Services, the Program Manager supports staff clinical supervision for family peer support provider staff, and must be able to build positive relationships with team members, other internal departments, and community partners. He/she/they support our outstanding staff team by promoting positive work culture and staff self-care, and operational functions, such as approving payroll and time off requests, assisting with quality assurance and PHI compliance monitoring, staff training, and assisting with hiring and onboarding.

The candidate must demonstrate knowledge of autism spectrum disorder, service delivery, privacy and confidentiality law and standards, and the ability to learn core family peer support competencies. He/she/they must be able to share knowledge effectively in presentations and meetings with staff and community partners.

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:

- Master's Degree and behavioral healthcare licensure (LPCMH or LCSW)
- Experience preferred with programs that support individuals and families impacted by autism or other experience working with the disability community.
- Experience leading/managing staff in a team environment
- Knowledge of applying HIPAA and confidentiality standards
- Excellent oral and written communication skills.
- Excellent organizational and time management skills.
- Strong skills and efficiency in a variety of personal computing software applications, such as database systems, spreadsheets, word processing, etc.
- Ability to adhere to our organization's core values, mission, and confidentiality policies

- Valid Driver's License
- Lived experience parenting a child with ASD a plus.
- 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.
- Cultivates a culture of openness, information sharing, and growth mindset. 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 full-time salaried, hybrid position. Remote and in-office work is expected, statewide. Attendance at evening 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**
 - Actively participates in meetings, demonstrating self-awareness, responsibility, initiative and professionalism
 - 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 amongst internal staff.
 - Promotes departmental and agency philosophies of service, such as family-driven care and trauma-informed care
 - 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. Effectively support direct service staff**
 - Provides staff group clinical case supervision on a regular basis, working closely with Director of Family Services
 - Available for individual staff supervision and case review
 - Monitors supervision participation hours of staff and ensure staff receive the required amount of case supervision

- Supports safety and security of confidential information

3. 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.
- Learns and trains staff on utilizing service related database and software systems
- Collects and reviews data to assist with quality assurance.
- Monitors and approves payroll and time off requests
- Verifies and approves staff mileage reimbursement submissions
- Demonstrates follow through on team's goals and plans
- Assists with interviewing, hiring and onboarding of personnel
- Works with the Director of Family Service to identify gaps in policies and procedures for the department and implement changes needed Provides training on operational duties and software systems such as Paychex, electronic record software, etc.

4. Effectively and professionally manages documentation

- Writes and submits clear, accurate, and thorough reports in a timely manner
- Documents service delivery 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

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
- 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

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.

Employee Signature: I have read the above job description and fully understand my position responsibilities.

Print Name:

Date of Hire:

Signature:

Date: