

	Title: In Home Support Services Program Manager	
Position Classification	Pay Family: Management	FLSA Status: Exempt
Description	Pay Grade: 1	Benefit Eligibility: All
Employee Name (print):		
Employee Signature: (I have received a copy of this job description and my supervisor has reviewed it with me)		Date:
Supervisor Signature: NA		Date:
Director of Community Support Services Signature:		Date:
Executive Director Signature:		Date:
Date Position Description Last Reviewed: 10/1/23		
Date Position Classification Last Reviewed: 10/1/23		

The following is a composite representation of the responsibilities for the respective job title. It is not intended to cover all possible job requirements or job factors of the titled position. Lines of supervision and reporting are as shown on the organizational chart.

DEFINITION

Under the supervision of the Senior Director of Community Support Services, this position is responsible for the overall development and coordination of the In Home Support Services Program, which provides In Home Support Services to adults with intellectual and/or developmental disabilities. This position coordinates, monitors, plans, and promotes the In Home Support Services Program in providing instruction and training for people with intellectual and/or developmental disabilities to maximize independent functioning. The In-Home Support Services Manager is responsible for providing oversight of the In-Home Support Services Coordinators and supervision of part-time In-Home Support Specialists (DSPs) that provide skill training and support to consumers within the program. The program's objectives are to develop independence in activities of daily living.

JOB EXPECTATIONS AND ESSENTIAL FUNCTIONS

- Maintain, coordinate and provide administrative support and supervisory responsibilities for the In Home Support Services Program and its staff.
- Develop, implement, and oversee the training programs to meet individual objectives for the consumer population.
- Assist in the formulation, implementation, and evaluation of instructional methodology
- Supervise and provide guidance to staff in defining and implementing specific objectives for each consumer.
- Supervises all consumer, program, and statistical reports and records for accuracy, completeness, and compliance with standards and policies
- Conduct necessary monitoring and evaluation activities to assure compliance with applicable program standards and makes appropriate recommendations to the Director of Community Support Services, to meet requirements of oversight and quality assurance.
- Maintain and keep updated In Home Support Services Program Policies and Procedures.
- Assist Director of Community Support Services to develop policies and procedures for the operation of the program that meets standards and is in compliance with regulatory requirements.

- Conduct necessary monitoring and evaluation activities to assure compliance with applicable program standards and makes appropriate recommendations to the Director of Community Support Services, to meet requirements of oversight and quality assurance.
- Review and approve documentation entered by staff into the GPCS Electronic Health Record.
- Assist Director of Community Support Services with planning, budgeting, and program development.
- Perform direct consumer instruction and assessment as needed
Assist the Director of Community Support Services and Executive Director in the employment of program staff.
- Conduct new employee orientation and training.
- Develop and present initial and ongoing training and staff development activities.
- Oversee certification of Direct Support Professionals, to include competency training in specific areas and provides training updates.
- Develop and supervise volunteer services in the program.
- Attend in-service training sessions, conferences, workshops, seminars related to the provision of developmental services for professional and program development.
- Develop, coordinate, and provide consultation and educational services to community-based resources (organizations, individuals, etc.) involved with the intellectual and developmental disabilities population and In Home Support Program.
- Works with other agencies and individuals to develop coordination of services and avoid duplication of services.
- To perform other assigned duties as necessary within established policy and procedures.

REQUIREMENTS

EDUCATION

A bachelor's degree in a human services field including, but not limited to, sociology, social work, special education, rehabilitation counseling, or psychology; *or*
A doctor of medicine *or* osteopathy or a registered nurse

EXPERIENCE

Considerable experience (3-4 years) providing community-based developmental disability services, *or* equivalent combination of education and experience which indicates the required knowledge, skills, and abilities necessary for credentialing as a Qualified Developmental Disability Professional (QDDP)

Prior supervisory experience is desirable.

LICENSE(S)

Valid Virginia driver's license

PRE-EMPLOYMENT

Must submit to a pre-hire criminal background check

KNOWLEDGE AND ABILITIES

- Knowledge of educational and training needs of people with intellectual and developmental disabilities with knowledge in instructional, training, and teaching techniques.
- Knowledge of consumers with intellectual and developmental disabilities and behavioral situations.
- Knowledge of community services and resources.
- Knowledge of applied behavior analysis.
- Knowledge of Person Centered Planning.
- Knowledge of individualized assessment procedures.
- Knowledge of Medicaid Waiver regulations and requirements.
- Knowledge of behavioral management methods.
- Knowledge of job placement of intellectual and/or developmental disabled consumers.
- Knowledge of Goochland Powhatan Community Services policies and procedures.
- Knowledge of all applicable federal and state laws, state regulations, and local ordinances.
- Ability to evaluate and monitor community services programs, especially an In-Home Support Services program.
- Ability to develop and operate within a budget.
- Ability to provide program leadership, staff supervision, and conduct training and development of staff.
- Ability to safely operate a vehicle.
- Ability to exercise sound judgment, and demonstrate resourcefulness in problem-solving and conflict resolution.
- Ability to work independently, take initiative, and make emergency judgments.
- Ability to handle emergency situations without direct supervision.
- Ability to effectively work and communicate with all types/levels of persons.
- Ability to effectively communicate orally and in writing,
- Ability to complete required training including Crisis Intervention/Emergency Behavior Support and in-service First Aid and CPR training.
- Ability to work under pressure; meet deadlines; and set priorities.
- Ability to access the internet and use appropriate applications including Microsoft Word and Excel.
- Ability to maintain the confidentiality of consumer's information.
- Ability to work a flexible schedule to include some evenings and weekends.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

ENVIRONMENTAL CONDITIONS

The work environment will typically be working in a field-based setting. The work environment will involve traveling within the community and will include exposure to road hazards usually experience in driving in rural county surroundings, interstate highway driving, including exposure to weather and temperature extremes that may affect driving conditions. Sitting: 60%; Standing/Walking 15%; Driving: 25% Average Weight Required to lift or carry at any one time: 50-100 pounds for brief periods of time.