



Program Manager Job Description

Program: Guardianship

Reports to: Director of Guardianship

Job Location: Rutherford Office

Position Status: Full-time Part-time

FLSA Classification: Exempt Non-exempt

Starting Salary Range: \$63,377.60

The Program Manager oversees delivery of Guardianship of the Person services to achieve performance measures, objectives, and goals of the program; while making recommendations to the Program Director regarding matters related to general program operations.

Essential Responsibilities:

Program Management:

- Supervise team of professional staff, including Unit Supervisors and Guardianship Specialists; monitor caseloads, job performance, program requirements, and data compliance.
- Conduct monthly supervision, performance improvement plan discussions, and performance evaluations of direct reports.
- Interview, select, and recommend hiring of new team members.
- Train and orient new team members.
- Provide case consultation (to include crisis management) to team members as available.
- Using program process, approve DNRs and Treatment Decision forms as applicable.
- Monitor corrections and compliance with chart review process.
- Assist Director in triage and assignment of acceptable referrals.
- Recommend program growth initiatives, increase efficiency, and address opportunities for improvement.
- Conduct monthly Team Meetings to provide staff with support, guidance in a group setting, and enhance service provision. Facilitate group discussions surrounding clients, resources, training, and department needs.
- Prepare, track, and complete reports for Contract Funders per discretion of Director.
- Perform special projects as assigned.

Care Management:

- Establish and maintain client charts and electronic records.
- Establish, monitor, and revise client care plans.
- Make appropriate referrals for services needed to support client.
- Conduct monthly monitoring visits in the home, day habilitation, or medical settings.
- Provide guardianship services with continuing assessment of clients to ensure that they live in a safe environment, enjoying an optimal quality of life.
- Work in collaboration with estate services in the establishment of budgets, bank accounts, and other services required to manage finances and provide for basic needs.
- Participate in on-call rotation.
- Supervise volunteers in establishing and maintaining a supportive relationship with client, and effective monitoring and advocacy.

Competencies:

- Ability to provide leadership, mentor staff, and supervise performance of assigned staff.
- Ability to perform assessments, make appropriate referrals, and recommend interventions.
- Knowledge of community services, resources, and entitlements and how to access them.
- Ability to develop productive relationships with service providers and volunteers.
- Ability to work independently, organize work efficiently, prioritize response to changing client needs
- Ability to keep accurate and organized records. Ability to create and implement service plans.
- Ability to interact in a positive manner in person and on the phone.
- Ability to articulate clearly in both verbal and written communications.
- Ability to make constructive use of professional supervision.
- Ability to learn and demonstrate knowledge of involved Court systems.
- Ability to qualify and maintain status as private professional guardian and as a TX Certified Guardian.
- Knowledge of Medicare and Medicaid, SSA, SSDI, SSI, VA, and related Rep. Payee programs.
- Comfortable working with people of all backgrounds, including persons with mental illness or developmental delays, with the ability to respect the dignity and strengths of each individual.
- Able to monitor effectively in a variety of environments.
- Comfortable working in medical facilities and with issues of death and dying.

Minimum Requirements:

- Bachelor's Degree or equivalent education in Human Services with 5 years of experience working with disadvantaged populations, providing case management, and using community service resources for adults who are elderly, disabled, or victims of abuse, neglect or exploitation.
- 3 years of experience in a supervisory role such as program manager, program coordinator or team leader with employee supervisory responsibilities preferred.
- Texas Guardianship Certification.

Licenses and/or Certifications:

- Texas Guardian Certification

Work Environment:

- Work duties occur both in an office setting and off site, i.e. court, clients' homes, hospitals, psychiatric facilities, long term care facilities, etc. conducting duties related to guardianship services.
- Requires frequent home visits to clients.
- A significant amount of time is spent on the computer.
- Requires a significant amount of face to face interaction and phone contact with program staff, clients, volunteers, and outside professionals regarding caseload management.
- May occasionally involve physical tasks related to assistance to clients with care plan goals.

Acknowledgement and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name:**Employee Signature:****Date:**

