

FAVARH Job Description

Title: Day Service Manager
Department: Day Services
Reports To: Director of Day Services
FLSA Status: Exempt (40 hours per week, On-Call Responsibilities, As Assigned
Required to work flexible hours based on program need. Schedule:
Hours/Weekends/Nights, As Assigned)

Summary

This position reports to the Director of Day Services. The Day Service Manager is responsible for the on-going supervision and management of Program delivery including but not limited to the management of funding, staff, programs, facilities, transportation, and equipment. The Day Service Manager is responsible for the overall service delivery that will enhance opportunities for participants to reach their highest level of independence.

The Day Service is actively involved in the development of program sites and is required to provide direct supervision/support to program participants as assigned. The Day Manager shall provide leadership and support in the absence of the Day Director. The Day Services Manager shall function in accordance with all Farmington Valley ARC policies and procedures.

Essential Functions and Expectations

- Demonstrates professional etiquette, behavior and performance when representing Favarh.
- Ability to carry out program assignments effectively with minimal supervision and a high degree of quality.
- A Manager's appearance and behavior should only be perceived by others as appropriate, professional, and serve as an example for others to follow.
- Provides professional leadership and support to program staff, participants and stakeholders.
- Demonstrates effective interpersonal skills which enhance communication between staff and participants.
- Assist with oversight of Department Program Operations as needed.
- Actively participates in the hiring process to secure staff.
- Conducts orientation and ensures training compliance for staff, substitutes, volunteers and interns.
- Ensures all agency and state regulation are met in accordance with program operations.
- Meets Quality Service Assurance requirements including audits, training, and plan of correction outcome reporting.
- Ensures staff scheduling, ratio guidelines and practices.
- Coordinates and ensures clinical support needs are met in accordance with DDS regulations, IP, medical support, nursing delegation, medication administration, PT, OT, Behavior Services, etc.
- Administer medication to participants as required by DDS regulations and Favarh's policies and procedures.

- Supervises staff compliance in medication administration in accordance with DDS regulations.
- Completes all nursing delegations directed by agency RN in accordance with DDS regulations.
- Maintains all training requirements in compliance with DDS Regulations.
- Implements restraint procedures according to the Physical Management Training (PMT) procedure.
- Ensures the health and safety of participants and staff.
- Ensures on-going program delivery is provided in compliance with agency mission and strives towards safety, innovation, growth and fiscal management.
- Demonstrate the ability to coordinate complex systems and communicate effectively verbally and in writing with federal, state and local systems, and with Favarh personnel.
- Thorough completion of all documentation requirements.
- Implements designated technology management systems. (Therap, ADP, etc.)
- Coordinates transportation needs of participants including scheduling, maintained vehicles, transportation schedules, driver training needs and documentation requirements for program.
- Maintains a safe, hazard free, clean and stimulating program environment.
- Follows procedures in a manner that respects the human and civil rights of individual participants and staff.
- Meet Favarh's expectations for quality and production of work.
- Follows all policy, procedures, regulations, and guidelines.
- Maintain and ensure confidentiality of participants at all times.
- Responsible to plan and secure all program activities including work, volunteer, community and in-house opportunities.
- Responsible for thorough and timely completion of program documentation responsibilities.
- Responsible to be actively involved in agency events, fundraising and marketing strategies.
- Other duties as assigned.

Knowledge, Skills and Abilities, and other Characteristics:

- Eligible to possess a Medication Administration Certification as required.
- Physical Restraint training/certification is required within 6 months of hire to retain position.
- Required to successfully complete all other required training within 10/30 days of hire.
- Ability to proficiently navigate through organizational web-based client documentation software system-Therap.
- Ability to physically implement restraint procedures and administer CPR without reasonable anticipation of injuring oneself and/or others.
- Must possess a valid and in good standing State of Connecticut Driver's License and eligible to obtain a State of Connecticut Public Service Driver's License (PSL), as required and within 30 days of hire, and be insurable with Agency carrier without additional expense to Favarh.

Knowledge, Skills and Abilities, and Other Characteristics

- **Organizational:** Ability to manage multiple tasks concurrently and keep internal customers informed of progress. Ability to think clearly and quickly under pressure.
- **Customer Service:** Be sensitive to varying levels of understanding and always provide excellent customer service, adapting to individual needs.
- **Getting Information:** Observing, receiving, and otherwise obtaining information from all relevant sources.
- **Documenting and Recording Information:** Entering, transcribing, recording, storing, or maintaining information in written and electronic form.
- **Organizing, Planning, and Prioritizing Work:** Developing specific goals and plans to prioritize, organize, and accomplish your work.
- **Updating and Using Relevant Knowledge:** Keeping up-to-date technically and applying new knowledge to the job.
- **Communicating with Supervisors, Peers, and Other Staff:** Providing information to supervisors, co-workers, and other staff by telephone, phone texting, in written form, e-mail, and in person.
- **Identifying Objects, Actions, and Events:** Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.
- **Establishing and Maintaining Interpersonal Relationships:** Developing constructive and cooperative working relationships with others, and maintaining them over time.
- **Performing Administrative Activities:** Performing day-to-day administrative tasks such as, but not limited to, maintaining information files and processing paperwork.

Education

Bachelor's Degree in Human Services or related field preferred. Experience in lieu of degree can be considered as defined in experience below.

Experience

Five (5) years of applicable experience including at least five (5) years of increasingly responsible supervisory and management, assignments encompassing program planning, staff supervision, and day to day operational management program settings and previous experience working with individuals with intellectual/developmental disabilities.

Abilities

Oral Comprehension/Expression: Ability to listen to and understand information and ideas presented through spoken words and sentences; communicate information and ideas in speaking so others will understand

Written Comprehension/Expression: Ability to read and understand information and ideas presented in writing; communicate information and ideas in writing so others will understand

Speech Clarity: Ability to speak clearly so others can understand you and Deductive Reasoning ability to apply general rules to specific problems to produce answers that make sense.

Deductive Reasoning: Ability to apply general rules to specific problems to produce answers that make sense.

Work Style

Individual must possess integrity, demonstrate initiative/attention to detail, dependable/reliable, ability to deal effectively with ambiguity and problem solve effectively; flexibility/adaptability.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential duties. The noise level in the work environment is usually moderate.

I have received a copy of my job description and understand my job responsibilities.

Signature

Date