

The Arc of the Farmington Valley - Favarh Job Description

Title: Assistant Manager Landscaping & Wood bundling
Department: Employment Services
Location: 225 Commerce Drive, Canton, CT
Reports To: Employment Manager
FLSA Status: Exempt

Summary

Favarh is the local chapter of Arc located in the Farmington Valley with headquarters in Canton, CT with over 250 employees and more than 250 volunteers. Arc is the world's largest community based organization for people with intellectual, physical and developmental disabilities. Favarh's mission is "To Help Each Person Achieve His or Her Personal Best" as we encourage and support a greater level of independence and personal satisfaction for each person we support.

The Employment Assistant Manager is responsible for the ongoing support of the manager in the supervision and management of the daily operations of the program, business, facilities, equipment, and overall service delivery with a goal of enhancing opportunities for participants to reach their highest level of independence. The Employment Assistant Manager is directly supervised by the Employment Manager and shall function in accordance with all Favarh policies and procedures established by the Board of Directors. A high expectation is placed on the ability to identify opportunities for efficiency improvements in department service systems. The functions of the position listed below are not all inclusive; other duties may be assigned.

Essential Functions of the Position:

1. Oversight of the day to day operations for the Favarh Landscaping & Wood bundling business.
 - a) Drafting and implementation of weekly landscaping cutting schedules and Wood bundling production and delivery schedules.
 - b) Managing all customer service calls in an expedient manner to ensure good customer service is provided.
 - c) Ordering all supplies and the oversight of equipment maintenance.
 - d) Ensuring all billing invoices are turned into Finance in a timely manner.
2. Assist manager in the supervision of the performance of Employment Services DSP's, substitute staff and volunteers.
3. Provide training to DSP's, substitute staff and volunteers.
4. Demonstrate professional etiquette when representing self and or the Agency.
5. Initiate and maintain daily communication with the Employment Leadership Team.

6. Demonstrate effective interpersonal skills that enhance overall communication and promote a work environment that ensures staff productivity, high morale and high performance.
7. Monitor and maintain a clean, safe and hazard free environment, including vehicles, reporting maintenance needs to the Employment Manager and the Maintenance Supervisor or Transportation Manager.
8. Ensure compliance to the Fair Labor Standards Act and Department of Labor wage requirements.
 - a. Coordinate the development, implementation and documentation of Individual Program Task Analysis.
9. Timely submission of worksite billing and worker payroll in accordance with department procedures.
10. Utilization of Therap for program documentation.

Habilitative Functions:

1. Carry a program management caseload of assigned participants and ensure consistent follow through on participant and program goals and objectives.
2. Provide “hands-on” supervision to program participants assuring quality programming and support in activities of daily living, personal hygiene, etc.
3. Conduct medication administration to participants as required by the Agency’s policy and procedure and DDS Regulations.
4. Coordinate the through and timely completion of all Employment participant and program documentation responsibilities in Therap or other appropriate location:
 - a. Goal documentation
 - b. Community Travel Plans/Badges
 - c. Waiver billing
 - d. Job Skills and Individual Skills Inventories
 - e. Behavior data collection
 - f. Favarh/DDS Emergency Fact Sheets IDTS
 - g. Master Filing
 - h. Employment Sub packet
 - i. Worker attendance
 - j. LONs
 - k. IPs, semi-annuals
 - l. Site Files
 - m. I.P. Meetings

Additional Functions:

1. Ensure that all contractual obligations at GSE Sites, volunteer and work locations are met with high levels of productivity and quality
2. Attract potential customers by answering product and service questions, including suggesting information about Favarh’s other products and services.
3. Create and nurture customer relationships by providing the highest quality assurance and customer service.

4. Resolve product or service problems by clarifying the customer's complaint, expediting correction or adjustment and following up to ensure resolution.
5. Complete and follow established agency billing procedures and weekly submissions to accounting office.
6. Ensure a professional business environment.
7. Prepare weekly routing schedule for DSP's and coordinate daily coverage (PTO, Call Outs, or Appointments).
8. Communicate and inform families of changes in scheduling as necessary.

Education/Experience:

Bachelor's Degree in related field and one to two years' work experience in a similar environment in Human Services field or Associates Degree in related field and three years' experience in a similar environment in Human Service field.

Key Attributes

- Team Player.
- Ability to deal effectively with all levels of the organization.
- Effective Leader.
- Integrity.
- Attention to detail and ability to see the big picture.
- Effective verbal and written communication skills.

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.

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, and I am able to perform the essential requirements of my job.

Signature of Applicant

Date

Signature of Employer

Date