



FAVARH ASSISTANT MANAGER – EMPLOYMENT

\$37,960 Year with Benefits / Exempt

JOB SUMMARY

The Employment Assistant Manager is responsible for the ongoing support of the Employment 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.

ESSENTIAL FUNCTIONS OF THE POSITION:

The Assistant Manager follows procedures in a manner that respects the human and civil rights of participants and staff. He/she demonstrates effective verbal, written and interpersonal skills to enhance communication between participants, staff, departments, and employers.

PARTICIPANT SUPERVISION/PROGRAM MANAGEMENT COORDINATION:

The Assistant Manager assists Employment Managers with staff supervision, training, maintaining records, and implementation of daily routines and activities of participants in the work site. Ensures compliance to the Fair Labor Standards Act and Department of Labor wage requirements.

HABILITATION PROGRAM RESPONSIBILITIES:

Carry a program management caseload of assigned participants and ensure consistent follow through on participant and program goals and objectives. Provide “hands-on” supervision to program participants assuring quality programming and support in activities of daily living, personal hygiene, etc. Conduct medication administration to participants as required by the Agency’s policy and procedure and DDS Regulations. Coordinate the through and timely completion of all Employment participant and program documentation responsibilities in Therap or other appropriate location. Ensure that all contractual obligations at GSE Sites, volunteer and work locations are met with high levels of productivity and quality. Attract potential customers by answering product and service questions, including suggesting information about Favarh’s other products and services. Create and nurture customer relationships by providing the highest quality assurance and customer service. Resolve product or service problems by clarifying the customer’s complaint, expediting correction or adjustment and following up to ensure resolution. Complete and follow established agency billing procedures and weekly submissions to accounting office. Ensure a professional business environment. Prepare weekly routing schedule for DSP’s and coordinate daily coverage (PTO, Call Outs, or Appointments). Communicate and inform families of changes in scheduling as necessary.

REQUIRED KEY ATTRIBUTES AND ABILITIES:

- 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.
- 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.

EDUCATION & EXPERIENCE REQUIRED:

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.

BENEFITS/SCHEDULE

Benefits: Health, Dental, Vision insurance; Retirement plan; Paid time off. Schedule: Monday to Friday, 8 hour day shift.