

## **THE FARMER'S HOUSE JOB DESCRIPTION**

**Job Title:** Manager Community Integration & Employment Services  
**Classification:** Exempt/Full-Time  
**Reports to:** Senior Director of Programs  
**Date:** 2/9/2019

### **Summary/Objective:**

The Program Manager of Community Integration & Employment Services coordinates supports for people engaged in The Farmer's House Community Integration and Social Enrichment Programs. He/she manages and monitors staff for program quality, client intake and ongoing meetings, monthly billing, and compliance with funding source and accreditation standards.

### **Essential Functions:**

- Responsible for ensuring community integration and social enrichment programs function according to high quality standards.
- Engage in community integrated activities, at least monthly, with each staff member while providing supports to individuals served for observation and structured feedback.
- Responsible for oversight and quality of programming, health and safety, behavior plan development, and overall care and services to the individuals. Follows up on issues/concerns in a timely manner.
- Provide 24 hour on-call support to individuals served and staff.
- Communicate any change in functioning, health status, or behavior of individuals served to Director of Programs.
- Review Therap weekly and submit written summaries by the 15th of each month to service coordinators.
- Ensure that follow up items from monitoring reports, such as service monitoring, monthly observation/QA visits, are completed in a timely manner.
- Maintain familiarity with and implements all accreditation standards as well as any and all other requirements mandated by the Department of Mental Health and CARF.
- Maintains confidentiality according to HIPAA practices.
- Supervise the maintenance of all individuals' files to ensure all requirements are met.
- Collaborate with support coordinators to ensure person-centered planning meetings occur in compliance with required timelines. Ensures collection and compilation of information before the meeting, contributes during the meeting, suggests programming and data collection methods as well as makes recommendations for program outcomes and methodologies for plan implementation.
- Collaborate with support coordinators to ensure finished personal plan is accurate and complete. Follows up at necessary.
- Advocate for individual's self-expression and ensures their hopes and dreams are addressed in their plan.
- Ensure active community integrated programming for all individuals served.
- Provide support to program team to ensure effective training in the implementation of all program plans and behavior plans.
- Responsible for supporting staff in following proper procedures for reporting of daily documentation into Therap.
- Provide oversight of medication policy.

- Monitor trends and seek resolution to medication errors, reportable events, and other indicators of quality service delivery and looks for ways to improve the program.
- Responsible for ensuring the Community Integration program is adequately staffed, trained and compensated.
- Involved in the development of and adherence to annual the annual budget.
- Oversight including staff scheduling and shift coverage within budget guidelines.
- In conjunction with Lever1, interviews and hire staff, per authorized staffing support needs.
- New hire training and ongoing staff training on all TFH policy and procedures.
- Provide performance feedback and corrective action.
- Conduct annual performance reviews for Community Integration Coordinators and Specialists.
- Support the payroll department in the final payroll review process.
- Responsible for timely and ongoing communication and satisfaction of stakeholders.
- Coordinate, conduct, and attend all annual ISP meetings, in-services, and opportunities for ongoing education as required.
- Maintain professional relationships with guardians, family members, co-workers from other programs, and support coordination agencies frequently or according to their preferences.
- Will be an active participant in management and committee meetings to review any issues, training needs, and health and safety concerns.
- Ensure individuals are satisfied with their services and level of care by performing annual individual satisfaction surveys. Reports satisfaction and steps to improve to program and administrative leadership.
- All other duties as assigned.

**Competencies:**

- Must possess good communication skills both orally and in written form
- Must have ability to use computer and other electronic equipment.
- Must have a desire to manage a team of staff supporting individuals with developmental disabilities and advocate for them in any possible way.
- Must possess self-motivation, initiative and independence to work without direct supervision.
- Must be flexible, reliable and dependable.
- Must be able to manage and embrace change, look for ways to improve own performance and accept feedback.
- Must be willing to accept challenges of a 24-hour support system.
- Ability to plan and prioritize in order to meet deadlines.
- Must be willing to perform duties that are assigned outside of this job description.

**Supervisory Responsibility:**

Responsible for the direct supervision of all Community Integration and Social Enrichment program staff.

**Work Environment:**

This job operates in a professional office environment and out in the community. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. May be exposed to bloodborne pathogens and/or infectious diseases.

**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.

- While performing the duties of this job, the employee is regularly required to talk and hear.
- This position requires extended periods of walking and standing with some periods of sitting – depending on the needs and activities of the individuals supported.
- It may require light to heavy lifting up to 40 pounds and occasional stooping, kneeling, bending, and/or climbing stairs again depending on the needs of the individual supported.
- The position will require occasional physical intervention if confronted by a person displaying combative or potentially dangerous behavior.

**Position Type/Expected Hours of Work:**

- Occasional evening and weekend work will be required as job duties demand.

**Travel:**

- This position will be required to travel between all TFH locations and within the community.

**Required Education and Experience:**

- Bachelor's Degree in a Human Service Field or Education or a minimum of 3 years relevant experience.
- Minimum of one year supervisory experience with individuals with developmental disabilities.

**Preferred Education and Experience**

- None

**Work Authorizations:**

- Must obtain and maintain training and certification in all required areas such as Abuse/Neglect, CPR, First Aid, Level I Medication Administration, Positive Behavior Supports, TOOLS, Crisis Intervention, and Class E driver's license.
- All employees will complete 1-9 Employment Eligibility Verification.

**Background Checks or Licensing Requirements:**

Background check including fingerprinting

- Education verification
- Reference check
- Driver's License and proof of insurance

**AAP/EEO Statement:**

The Farmer's House (TFH) is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. TFH prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. TFH conforms to the spirit as well as to the letter of all applicable laws and regulations.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures:**

This job description has been approved by all levels of management:

Manager\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee\_\_\_\_\_ Date\_\_\_\_\_