

RESIDENTIAL PROGRAM SERVICES MANAGER

KIND OF WORK

Managerial work directing a residential program.

NATURE AND PURPOSE

Under administrative direction, an employer in this class directs all services of residents for a major disability group/program within a state residential facility (for example, the Day Program Services at Cambridge Regional Human Services Center and the program for Chemically Dependent at Brainerd Regional Human Services Center as identified in the January 1988 benchmarks). This includes planning, implementing, and evaluating the application of fiscal, human, and technical resources to respond to the program's current and long-range projected needs.

This classification differs from Residential Program Manager in both complexity and program size. Employees in this class direct services for all residents within a major disability group (MI, MR/DD, CD) as opposed to directing a specialized subgroup within a major disability group. Clients will typically present a wider range of treatment options and more effort is devoted to program development and marketing than at the lower level.

Program size, scope and complexity also differentiate this classification from higher level Residential Program Services Manager and Director classes. The program for the Chemically Dependent at Brainerd Regional Human Services Center and the Day Program Services at Cambridge Regional Human Services Center typify these characteristics identified in the January 1988 benchmarks. In contrast, higher classifications will direct larger program areas that may include more than one major disability group or all clinical services at a nursing home.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Manage, direct, develop, and implement services for the program area so that the program is relevant to residents' needs by: establishing goals and objectives; developing performance objectives and timetables; and developing work plans.

Propose and administer the program's budget based on projected operation costs and client needs so that the program objectives are met in a timely and efficient manner within fiscal resources by: reviewing and comparing cost and service information; and adjusting the program to fiscal and human resources.

Recommend fees for services to ensure that competitive rates are established and that they are adequate to cover the actual costs of program administration by: collecting and analyzing financial data to determine the cost of services.

Establish and maintain service standards of care in order to comply with the requirements of various standard setting and regulatory bodies by: integrating standards into goals and work plans.

Direct the program's employees so that they effectively perform their assigned job duties and contribute to the achievement of the program's objectives by: selecting appropriately skilled and experienced employees; rewarding or disciplining employees; recommending promotion, suspension, discharge or change in status; training and directing employees in the execution of their job duties.

Organize staff into effective work units to ensure that an efficient and high quality of service is provided by: evaluating fiscal and human resources in relation to client/program needs.

Provide for the safety and well-being of both staff and residents so that a safe, healthful, living environment is maintained by: reviewing the physical plant of the program for safety hazards and potential disease-causing conditions; reviewing the physical features in terms of their impact on the effectiveness of programming; and ensuring that necessary changes are made.

Provide program staff with current information regarding Department of Human Services, facility, and program policies and standards to ensure that services are provided in accordance with requirements by: developing and maintaining written policy manuals; providing interpretations of policies as they apply to the program; and training staff in the application and interpretation of policies and requirements.

Develop cooperative program and shared service agreements with other service providers to improve the quality of services and to control costs by: meeting with other service providers to identify and define possible areas of cooperation and establishing terms of the agreements.

Direct special projects to systematically assess service needs in the region served by the facility by: reviewing information on projected service needs based on population statistics; consultation with counties; and coordinating the efforts of staff to develop relevant measures.

Develop an overall plan for communicating with elected and appointed officials, employees of other government units, employees of other state divisions, advocacy groups, private providers and private citizens to provide an improved understanding of the role of the program in the overall network of services, to obtain input on needed services, and to market program services by: identifying information of importance to each group and determining the best means of conveying that information.

Provide input to licensing and policy bodies to ensure that program management issues are addressed by: reviewing proposed changes in policies and requirements in terms of residents' needs; current and potential program resources; and programming/treatment principles; and preparing responses to the changes.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Treatment/programming methods applicable to the disability group sufficient to design, implement, and evaluate an effective, integrated, individualized program of services.

Management principles sufficient to assure efficient utilization of facility staff.

Community resources sufficient to integrate services into the overall Service Provider Network to ensure successful discharge of residents into the community.

Needs assessment methods sufficient to guide the efforts of assigned staff in preparing short and long-term service plans.

Resource requirements and costs sufficient to compile and present a budget to meet projected levels of service.

Public speaking sufficient to ensure an accurate understanding of facility programs in the area served.

Client, economic, medical, and social needs sufficient to effectively lead and guide staff in developing effective discharge plans.

State and departmental administrative policies relating to treatment programs to ensure that requirements are met in designing long-term plans, monitoring assigned program areas, and developing plans for corrective action.

Dynamics of committee and task force groups sufficient to ensure that desired input is obtained, committee efforts focus on key issues and that facility staff and community representatives are utilized effectively.

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Assigned disability group sufficient to organize and direct effective treatment.

Training principles sufficient to ensure that facility staff understand new program directions and requirements.

Ability to:

Plan an integrated program of individualized services for a disability group.

Supervise and motivate facility staff.

Communicate orally and in writing so that facility goals, plans and requirements are understood.

Translate needs of community and treatment standards into program services.

Est.: 3/88T.C.:

Rev.:

Former Title(s):