

# East Bay Living Services Program Manager

## Job Description

### ESSENTIAL FUNCTIONS:

- Under the supervision of the Program Director, this position manages and oversees all living services involving consumers, families, LS trainers and case managers.
- Actively participate in FCSN management activities, including strategic planning, technology planning/implementation, fundraisers & annual Family Day.
- Build and maintain relationships with key agency stakeholders, such as Regional Center of the East Bay and Department of Developmental Services
- Align with FCSN's core values and create a culture built on the core values and the norms of continuous improvement.
- Maintain a climate, which attracts, retains and motivates a diverse clients and staff.

### RESPONSIBILITIES:

- Establish efficient analysis systems, proactively assess service delivery, and develop effective strategies to enhance program quality, financial stability and seize performance gap
- Proactively develop plans for effective crisis management and communication, especially for COVID-19 and emergency situations
- Establish effective strategies and systems in monitoring program funding, forecasting SLS budget, submitting monthly billing, fixing outstanding POS issues and supervising expenses
- Strategically guide staff/mgmt. team in well preparation for internal and RC audits
- Ensure compliance with HIPAA laws, Confidentiality, HCBS rules, and RC regulations
- Oversee completion of emergency preparedness, practices and drills
- Maintain cell phone coverage and handle emergencies
- Actively participate, inspire and involve staff/clients/parents in FCSN events
- Ensure the quality of PCT ISP development and the implementations of all ISP & IPP objectives
- Guide team to promote truly PCT implementations and use PCT tools/approaches effectively to assist clients
- Set exemplary expectations, inspire team members in maintaining a climate of excellence and accountability
- Demonstrate sufficient behavioral management skills to train and instruct staff
- Proactively conduct and/or arrange staff trainings to promote program quality and improve staff's skills
- Proactively analyze team morale, develop effective solutions and strategically foster staff retention
- Conduct quarterly & annual staff performance evaluation and progressive disciplinary actions
- Communicate effectively with mgmt. team and staff
- Diligently engage in outreaches to promote FCSN's publicity

- Explore, establish and maintain community partnership for collaboration and community integration opportunities
- Serve as an effective spokesperson and well represent FCSN in public, including RC, DDS, clients/parents and community partners
- Perform other duties as assigned

**Qualifications:**

- Bachelor's degree in a Social Work, Psychology, Counseling, or related field.
- Minimum of 3 years management experience and supported living services.
- Self-motivated and able to work independently, while being part of a team Excellent writing and verbal communication skills
- Highly organized, analytical and a visionary leader
- Strong project management and time management skills
- Possess the ability to motivate and maintain effective working relationships with staff and partners
- Proficient in using Microsoft Office applications