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## **Job Title: Vocational Services Program Manager**

**Department:** Vocational Services

**FLSA Classification:** Salaried non-Exempt

**Reports to:** Vocational Services Director

**Hours:** Monday – Sunday flexible hours

### **JOB SUMMARY**

The Program Manager reports to the Vocational Director to plan, direct and coordinate the activities of Vocational Services. The position is responsible for development, implementation and expansion of the Voc. Services program in accordance with agency mission overseeing. This position directly supervises employees.

### **ESSENTIAL DUTIES & RESPONSIBILITIES**

#### Responsibilities

1. Assist Vocational Director to develop and implement program goals and services.
2. Supervise staff in all aspects of service delivery and program/agency development.
3. Oversee the training, development and performance management of vocational department staff.
4. Assist the Vocational Director with the creation, implementation, and oversight of the program budget. Monitor program finances and remedy discrepancies quickly.
5. Participate as a member of the leadership team to ensure consistency in policies and procedures. Participate actively and meaningfully in team discussions and decisions regarding Sherwood as a whole and any of its programs and departments.
6. Enter and maintain information going into the Client Database as well as the Server.
7. Maintain and manage client to employee caseloads and overall workload.
8. Approve staff timesheets/mileage/and answer questions from participants/families/residential sites/staff/ and funding sources.
9. Responsible for County, DDA, and DVR billing as well as other contracts as needed.
10. Provide ongoing communication with all stakeholders such as but not limited to DDA, DVR, DSB, families, clients, and Counties.
11. Ensure full and satisfactory compliance with all requirements of funders including contracts, statement of work, certifications and standards of best practice in employment for people with disabilities. This could include but is not limited to CARF, County Contracts, DVR Contracts, etc...
12. Develop and monitor the due dates of individualized Career Path Plans/six month reviews that identify specific employment goals and the methods and strategies to achieve those goals. Will notify employment team of due dates of plans for the individuals they support and will work with the Director of Vocational Services to ensure compliance.
13. Implement customer satisfaction surveys and ongoing monitoring of customer service.
14. Troubleshoot issues and concerns that arise and work with the Director to solve problems and maintain a positive and successful relationship with participant/employers/family/residential site/funding sources/co-workers.
15. Responsible for maintenance of case records and files following all HIPPA guidelines and agency procedures.
16. Maintain schedule using Outlook Calendar.

17. Attend meetings representing program and agency.

18. Other duties as assigned.

## MINIMUM QUALIFICATIONS

### 1. Education

- Required: BA degree in human services or related field. Relevant experience may substitute for education

### 2. Experience

- Supervisory experience preferred
- Minimum of 2 years' experience working with adults who experience disabilities, preferably in employment services
- Successful Job development experience or the supervision of employees who job develop
- Experience with the oversight and management of several contracts at once

### 3. Other required Knowledge, Skills and Abilities:

- Excellent organizational skills, including the ability to multi task and perform tasks at all levels
- Knowledge of federal, state and local social services system.
- Excellent verbal and written communication skills.
- Excellent computer skills.
- Knowledge of and sensitivity to disability issues.
- Ability to work well with people of all backgrounds, incomes, ages, races and disabilities.
- Ability to work collaboratively and build consensus among differing interests and stakeholders.
- Good record keeping and financial management skills.
- Valid Washington State driver's license required
- Proof of insurance
- Ability to pass all applicable background checks

## EQUIPMENT USED

- Computer with proficiency in Microsoft Office Suite
- Phone
- iPad/Tablet
- Office equipment such as but not limited to copy machines and other general office supplies

## MENTAL & PHYSICAL DEMANDS/WORKING CONDITIONS

### 1 Mental Effort

- Sherwood offers a positive work environment that this position, as part of the management team, would need to cultivate through positive leadership and a responsible, consistent work ethic.
- This position requires decision making, creative thinking, troubleshooting and follow-through.
- Organizing and daily planning. Must be able to lead through change.

### 2 Physical Requirements

- Able to comfortably work in an office environment, including sitting for extended periods of time and moving about campus, as needed.
- Able to travel on a regular basis as services are provided in multiple counties within WA.
- Ability to assist clients as needed to get to and from worksites, including in and out of the car.

- Must be able to lift up to 20 pounds.

3 Working Conditions

- Indoor office environment
- Frequent driving both short and long distances
- Frequent sitting, standing, and walking
- Attending meetings including travel off site and a on regular basis

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

The job description does not constitute a written or implied contract of employment. Sherwood Community Services reserves the right to revise or change job duties and responsibilities as the need arises.

All activities of this position shall be consistent with the agency's mission "to provide quality community based services and support for children, adults and families, enabling them to live meaningful lives to the maximum of their capabilities." The person filling this position will have the commitment to work effectively with diverse populations, including persons with disabilities.

All qualified applicants will receive consideration without regard to race, color, sex, religion, creed, marital status, age, Vietnam era disabled veteran's status, sexual orientation, pregnancy or presence of any sensory, mental or physical disability. All employment related decisions are based solely on relevant criteria including training, experience and suitability.