

## Unique People Services Job Description

**Job Title:** Program Director  
**Department:** Haven Apartments  
**Reports To:** Associate Executive Director  
**FLSA Status:** Exempt  
**Prepared By:** HR Director  
**Revised Date:** 11-19-12

**SUMMARY:** Assume overall daily operation /management responsibility for Service Enriched CR/SRO residential program to insure compliance with Unique People Services (UPS) and the New York State Office of Mental Health guidelines /policy and procedures for operation of a residential program. Ensure that all clients receive prescribed treatment and appropriate level of care. Ensure that all staff adheres to and execute all assigned job duties and responsibilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Be on call during off hours and weekends and available for consultation on an as needed basis 24 hours per day. Provide emergency decision making and crisis management.
- Make appropriate use of subordinates to ensure the programs timely submission and follow up of work through regular supervision.
- Conduct document supervision and staff meetings on a regular basis but at least monthly. Document to be submitted to Associate Executive Director.
- Ensure performance evaluations are timely and accurately reflect employee performance and all counseling and disciplinary actions are thorough and timely submitted to the Human Resources Department.
- Ensure that program is in full compliance with Agency Policy, OMH and governmental regulations.
- Ensure Incident Review Committee meets on a regular basis and that all incidents are reviewed and reported as per OMH regulations.
- Ensure that all core services are performed and completed by the program staff to include case management, activities of daily living, medication management, socialization and recreational activities ,admission and discharge processes, follow up, counseling, behavioral intervention and crisis management.
- Participate in pre-admission screening, admission planning, utilization review and discharge planning.
- Coordinate activities which are to take place in the residence and the community with staff.

- Ensure that residents have input in the type of service that they receive and the general functioning of residence life and operations.
- Ensure that the rights of all residents are upheld according to procedure and that there is a grievance procedure with a functioning appeal process.
- Maintain appropriate documents, records, statistics, write reports and respond to correspondence in an organized, timely and accurate manner.
- Attend Provider Group meetings, OMH, other governmental agency, UPS meetings, etc. and conferences as required.
- Establish and maintain satisfactory working relations with other community agency personnel as a cooperative venture on behalf of the residents.
- Establish and maintain affiliations and linkages with community resources.
- Maintain Community Advisory Committee and hold a minimum of six (6) meetings per year. Maintain meeting minutes and provide a copy to the Associate Executive Director.
- Participating in drafting modification and implementation of new Program Policies and Procedures from time to time with the prior approval of the Executive Management Team.
- Submit Monthly Report in format provided to Executive Director/CEO and Associate Executive Director by the 3<sup>rd</sup> of the following month.
- Be responsible for the preparation of the Program's Annual Evaluation and analysis of results of satisfaction survey.
- Assist in hiring, orienting, scheduling, evaluating and terminating all program staff
- Review and approve Program staff's timesheets and leave requests on a biweekly basis and submit them to the Payroll Specialist on the Monday of payroll week.
- Review and approve staff's payroll/personnel actions and submit to the Human Resources Department on a timely basis.
- Respond to OMH survey results as necessary.
- Ensure that medication and medical needs of residents are followed through by appropriate direct care and medical staff.
- Ensure that there is cooperation between the residence and other service providers involved in each individual's service plan.
- Attend Residence House meetings on a periodic basis.

- Assist in the preparation of RFP responses.
- Monthly review of clinical charts to identify areas requiring staff attention appropriate service delivery and comprehensive completion of required documentation.

**CRITICAL RESULTS/IMPACT:**

Ensure that the program is in full compliance with Agency policies and Governmental regulations, that clients receive appropriate service to the level of care, that staff meet all requirements of their job responsibilities and that the residence is maintained in a neat , clean, safe and healthful manner.

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Master degree in social work, psychology or related human service field from a program approved by the New York State Department of Education and posses appropriate certification and licensure. Minimum two (2) years administrative/clinical supervisory experience and prior experience in providing residential programming for emotionally handicapped adults preferably related to homelessness. Specialized training and experience in treating the emotionally handicapped and providing clinical supervision regarding same to BA and MA professionals and Para-professionals. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**NOTE:** This job description reflects management’s assignment of essential and secondary functions. It does not prescribe or restrict the tasks that may be assigned. Tasks are subject to change at any time due to reasonable accommodation or other reasons.

My signature below indicates that I have reviewed and discussed the job description with my Supervisor.

\_\_\_\_\_  
EMPLOYEE

\_\_\_\_\_  
SUPERVISOR

\_\_\_\_\_  
DATE