

ASI Mission Statement

Supporting people to experience meaningful lives.

Program Coordinator

A. Mission Implementation:

Program Coordinators advance the mission of the company by treating adults and/or children with developmental disabilities and/or mental illness with dignity and respect; honoring their personal dreams, goals and choices; and encouraging consumers in the development of social and personal relationships, including access to social, cultural, educational, spiritual, political, leisure or work activities and opportunities available within the community as identified in the individual's Person-Centered Plan which is typically oriented toward assisting the individual to overcome limitations imposed by their disability while encouraging greater independence, health and safety, happiness, and a more productive life based on the preferences and choices of the persons served.

B. Qualifications

1. Possession of a Bachelor's degree preferred in a discipline related to service delivery in the mental health professions, or a minimum of three years management experience providing mental health services in community-based mental health programs.
2. Minimum two years' direct care or clinical experience with adults and/or children with developmental disabilities and/or mental illness.
3. Demonstrate administrative knowledge and skills in fiscal management, personnel management, coordination and operational processes necessary for the general supervision of specialized residential care facilities.
4. Pass agency health examination indicating good physical health, including a current negative tuberculosis test.
5. Be of good moral character, as demonstrated by clearance from a criminal history background check with the Michigan State Police, present three (3) positive work/character references at the time of hire and report no history of recipient rights violations.

5. Have a current valid driver's license when hired and during employment, as well as maintain a driving record in compliance with the requirements of the company's auto insurance carrier for approval to operate a vehicle while employed with the company.
6. Must be able to follow written and oral instruction.
7. Be suitable to meet the physical, emotional, intellectual, and social needs of the persons being served.
8. Be capable of appropriately handling emergency situations.
9. Preserve the rights of the persons served as guaranteed under Michigan's Mental Health Code.
10. Possess the ability to comprehend and interpret licensing rules and regulations with or without assistance.

C. Essential Job Functions

Responsible to carry out duties of Team Coordinator at a designated work-site in addition to the Program Management duties at additional work-sites as assigned.

Responsible to provide leadership, direction and supervision to assigned personnel and programs, which result in the positive organizational climate essential to high-quality program management of service delivery to persons served.

The employee by signature of this job description declares they are intellectually, physically and emotionally capable of performing the essential job activities listed below with or without accommodations. This personnel management function includes, but is not limited to, the following responsibilities:

1. Personnel Supervision

- a. Serves as hiring and discharge agent for office staff and employees in assigned programs. Approval must be obtained from the Executive Director prior to termination of any employee. Notifies the Executive Director of any suspension.
- b. Supervision of administration of personnel and operational policies by management to assure fair, consistent and accurate interpretation and application, in accordance with agency expectations.

- c. Identification of management and employee in-service training needs and securing the necessary resources including Blood-Borne Pathogens, CPR, First Aid, Medication, Recipient Rights, Toolbox, and Quality Improvement.
- d. Ensures that support staff members receive comprehensive training as defined in licensing rules and agency policy.
- e. Provides and participates in regular review and training for Team Coordinators and Direct Support Professionals in corporate policies and procedures.
- f. Maintains current and complete employee files. Every 6 months reviews personnel records to assure compliance with regulatory requirements.
- g. Investigates employee accident/workers' compensation claims and secures documents to provide to the Human Resource Director a report which includes accident prevention measures for the staff to follow.
- h. Ensures that all agency forms are properly and completely used in accordance with agency policies.
- i. Provides regular, documented and specific feedback about performance to home staff members, both positive and critical. This includes evaluations of Consumer Support Staff in conjunction with respective Team Coordinators.
- j. Provides direct supervision to all staff members by being present as needed.
- k. Ensures proper and consistent coverage on all shifts and manages budget guidelines to allow sufficient flex hours for overtime, staff meetings, and emergencies.
- l. Prepares biweekly payroll data fully and accurately, and submits same in a timely manner, as defined by the Human Resources Director. Adds hours and writes immediate memorandum for corrections. Immediate = same day.
- m. Listens and responds to concerns expressed by Team Coordinators and Direct Support Professionals; accepts and discusses constructive criticism.

- n. Attends staff meetings held at work sites as needed and assures their proper documentation and content. Participates in monthly Team Coordinator meetings.
- o. Reports to Executive Director events of an emergency nature.
- p. Participates in agency-related training as requested or required. This also applies to specialized consultation.
- q. Communicates information to all staff members on a regular basis and as needed in a clear, concise, understandable manner.
- r. Understands benefits which are available to employees and is able to explain these.
- s. Assumes initiative, creativity, and fosters teamwork in solving problems and implementing agency policies.

2. Financial Management

Monitors licensed home practices in the areas of utilities, petty cash, payroll, activities money, and funds management for persons served. The responsibilities include, but are not limited to:

- a. Exercise the requisite care of a fiduciary in handling funds for the agency and persons served.
- b. Maintains accurate documentation regarding receipt and expenditure of all funds for persons served.
- c. Assures through monthly fiscal audits that expenditures are in balance with budgeted revenue for all respective cost centers and for persons served.
- d. Oversees that sound and properly structured biweekly staff schedules are established, consistent with contracted hours for the home, with attention to 24-hour coverage, staff/persons served ratios, overtime, special staffing requirements.
- e. Monitors weekly petty cash fund receipt and expenditures by monthly signed audit.
- f. Maintains working knowledge and familiarity with the budget of each cost-center.

- g. Follows area-specific procedures regarding requests for funds and money-related reporting, as provided by the agency.
- h. Seeks supervisory direction whenever there is a question or a discrepancy involving any financial issue.
- i. Completes and forwards required documents and billing statements to the Administrative Office in accordance with appropriate time frames.
- j. Reviews and submits to the Administrative Office all necessary payroll forms per payroll schedule.
- k. Makes recommendations on fiscal needs or concerns to the Executive Director.
- l. Prepares and submits documentation needed for annual budget preparation.

3. Responsibilities for Persons Served

Monitors systems providing Individual Service Plans and assures a high quality of care for persons served. This responsibility includes, but is not limited to:

- a. Assures a pro-active role in attaining and maintaining excellence in care as outlined in persons served Person-Centered Plans.
- b. Monitors staff to ensure that persons served enjoy as normal lifestyle as possible through the use of community resources on a regular basis.
- c. Monitors program systems documenting daily progress in meeting the goals specified in the Person-Centered Plan for all persons served.
- d. Provides biannual audits of all programs and records of persons served to ensure that they meet all the requirements of regulating agencies prior to licensure.
- e. Responds immediately to any possible abuse or neglect of any persons served and reports action to the Executive Director. When instructed, conducts an internal investigation of any alleged mistreatment, abuse or neglect of persons served per regulations.

- f. Supports the psychologist, case manager/Supports Coordinator, and staff in the development and implementation of skill acquisition, as well as restrictive behavioral programs.
- g. Assures and maintains all rights to confidentiality for persons being served.
- h. Establishes and maintains effective working relationships with ancillary personnel and has regular contact with them.
- i. Is familiar with each person's served day program or school, including contact persons there. Acts as agency liaison to day programs or employers of persons served.
- j. Reviews monthly cost-center reports to ensure that persons served have participation and involvement in their community as outlined in the Person-Centered Plan.
- k. Provides direct service, when required, during crises and staff shortages.
- l. Monitors the delivery of quality medical and nutritional services to consumers.
- m. Provides eight (8) hours of direct service contact per month, per cost-center, and maintains a written assessment of observed staff interaction with persons served.
- n. Assists Managers in identifying areas for improvements and makes the improvements happen.
- o. Actively participates in Managers meetings, staff meetings and training.
- p. Assumes direct managerial responsibilities for cost-centers under her/his supervision during the absence of the Team Coordinator, and makes appropriate arrangements for adequate coverage, as approved by the Executive Director.

4. Maintenance of Premises

Monitors the condition of licensed homes and surrounding areas, utilizing the standards of all relevant regulatory agencies, and in keeping

with the general nature of surrounding neighborhoods. This responsibility includes, but is not limited to:

- a. Performs monthly inspections of each cost-center's environment, especially in regard to issues of safety.
- b. Assures that all necessary emergency procedures and guidelines are posted, known and implemented by staff.
- c. Responsible for supervision of routine maintenance at each cost center in compliance with all state regulatory requirements.
- d. Forwards requests for major expenditure needs for the homes to the Executive Director.
- e. Monitors management implementation of annual preventive maintenance plans for the licensed homes.
- f. Writes rationales, when requested by supervisor, for expenditures of maintenance and equipment funds.
- g. Ascertains the need for special cleaning/maintenance when new installations or replacements occur (equipment, flooring, carpeting, etc.)

4. Maintenance of Vehicles and Equipment

Monitors the use and upkeep of agency vehicles and equipment. This responsibility includes, but is not limited to:

- a. Reviews monthly vehicle audits and maintains files of same.
- b. Forwards requests for major expenditure needs for vehicles to the Executive Director as needed.
- c. Investigates and submits accident reports to Executive Director.
- d. Assures that regular in-service training is provided to approved drivers regarding safe driving practices.
- e. Reviews vehicle and home maintenance and repair schedules on a monthly basis.
- f. Ensures that policies and procedures set out in the agency's vehicle manual are followed and all drivers are properly licensed.

5. Operating Standards (Requirements and Regulations)

Monitors home operations for consistency with requirements of ASI, Responsible Mental Health Agencies, and Recipient Rights. The responsibility includes, but is not limited to:

- a. Provides personnel training in the rules, regulations, policies and standards affecting licensed home operations.
- b. Assists regulatory agencies in the licensing and certification process of the homes.
- c. Forwards plans of corrections to the Executive Director for signature.
- d. Reviews and ensures the completion of plans of correction.

6. Corporate Development and Operations

Assists the Executive Director in the planning and coordination of corporate development and operations. The responsibility includes, but is not limited to:

- a. Shares in planning, organizing and direction of agency operations through attendance at meetings set by the Executive Director.
- b. Assists in home and program development by screening prospective persons to be served, establishing offices where appropriate, hiring staff, identifying community resources and developing in-home procedures and forms.
- c. Is available for Board meetings, and submits reports as requested.
- d. Participates in ongoing professional development training and Quality Improvement training related to the field as needed or requested.
- e. Consults regularly with the Executive Director on current agency-related topics.
- f. Informs Executive Director of unusual situations, following through on same, and on other topics, as requested.

- g. Accepts, considers, and utilizes constructive criticism from supervisors, peers, and others directly involved with the quality of operations.

8. Community Involvement/Public Relations

Maintains good public relations with state, community and other agencies or persons. This responsibility includes, but is not limited to:

- a. Continual contact with support staff, acting as a role model for all individuals and co-workers at all times by actively participating in team-processes.
- b. Monitors persons served involvement with day programs, schools and work activity agencies.
- c. Encourages positive relationships between persons served, staff, families or guardians in a manner that is respectful towards all individuals.
- d. Actively promotes involvement and enjoyment by persons served in the community in which they live.
- e. Maintains current information about community resources.
- f. Assists in the collection of data and reports needed for Quarterly Continuous Quality Improvement Plan.

9. Emergency Availability

Provision of twenty-four (24) hour emergency support. This responsibility includes, but is not limited to:

- a. Being available by phone, unless approved arrangements are made from time to time for alternative coverage.
- b. In-services staff on the proper usage of the on-call system and the "chain of command".
- c. Arranges for area coverage during scheduled absences.
- d. Provides on-site support to Management and Direct Support Professionals during incidents, crises, or staff shortages.

Any departure from the agency's policies or guidelines must be requested in writing, accompanied by a rationale for the request. Prior to implementing such a plan, written approval must be obtained from the Executive Director.

The Executive Director may, from time to time, delegate other responsibilities to the Program Coordinator. If delegation of particular tasks becomes a routine job expectation, this must be documented as an addendum to the employee's job description.

The Program Coordinator is expected to initiate communication to the Executive Director about accomplishments of all support staff and/or persons served.

In the case of development responsibilities, the Program Coordinator will follow the direction of both the Executive Director and development personnel, until operations actually begin. At that time, supervision of the Program Coordinator reverts solely to the Executive Director.

In carrying out all of the above, the Program Coordinator is expected to demonstrate characteristics of professional behavior, including tact, sincerity, sensitivity and respect for others, sound judgment, reasoned and soundly based decisions, flexibility, initiative and the ability to set sensible priorities. Communication of information, whether verbal or written, is expected to be complete, clear, accurate and professionally rendered.

D. Evaluation

The Program Coordinator is evaluated by the Executive Director initially at the six (6) month point, and annually thereafter.

Program Coordinator's Signature

Date

Supervisor's Signature

Date