



Residential  
PROGRAM MANAGER  
Job Description

**POSITION SUMMARY:**

The Day Spring Residential Program Manager is responsible for the direct oversight and supervision of house managers and supervisors on all residential 1 and residential 2 campuses. The Residential Program Manager will effectively monitor, track, and maintain compliance in all areas for the health, safety, and welfare of residents at each location. The Residential Program Manager will recruit, train, and supervise support and management staff members and will demonstrate leadership by representing Day Spring positively and ethically at all times. The Residential Program Manager will ensure policy and procedure implementation on all campuses through routine coaching and supervision and internal audits. The Residential Program Manager collaborates with team members to build retention, risk management, and crisis prevention strategies and stays abreast of best practices. The Residential Program Manager is accountable to the Chief Program Officer.

**QUALIFICATIONS:**

- ☐ At least 21 years of age
- ☐ Degree in a related field and/or 2 years' related experience with adults who have intellectual disabilities in a community setting
- ☐ Supervisory experience
- ☐ Knowledge of the SCL waiver preferred
- ☐ Previous experience in foster care of family home provider preferred
- ☐ A good working knowledge of computers and Microsoft Office products required
- ☐ Must be able to work independently, take initiative and be self-motivated
- ☐ Previous experience with persons who have intellectual disabilities and an interest in working with people in a community setting
- ☐ Valid driver's license required

**EMPLOYMENT EXPECTATIONS:**

- ☐ Dependability and flexibility
- ☐ Commitment to adapting to changing environments and crisis situations
- ☐ Commitment to coaching, supervision, and accountability
- ☐ Maintain clear and accurate records of monitoring practices
- ☐ Cooperates and supports guardians, case managers, and families
- ☐ Demonstration and compliance with personnel policies
- ☐ Monitor and advocate for the rights and welfare of residents
- ☐ Demonstrates respect for others and openness to the insight of others



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- ❑ Willingness to learn
- ❑ Leadership through monthly routine supervisor/house manager meetings
- ❑ Maintaining a positive attitude at all times
- ❑ Commitment to building community and modeling the mission of Day Spring
- ❑ Commitment to excellence in adhering to processes, protocols, and ethical decision-making

**RESPONSIBILITIES:**

- ❑ Oversee and ensure all campuses represent a safe, clean and comfortable living situation to promote all health, safety, and welfare standards of residents
- ❑ Provides supervision to all house managers and supervisors and fosters a culture of excellence and accountability
- ❑ Demonstrate expectations for quality and compliance standards and maintain monitoring documentation by conducting unannounced visits
- ❑ Coordinates monthly meetings with house managers/supervisors to reinforce trainings, assist with scheduling, and provide solution-oriented conversation to address agency needs
- ❑ Ensures house managers/supervisors operate each campus under adherence of all policies and protocols, including but not limited to med administration, incident reporting, resident plans of care, etc.
- ❑ Monitor resident work and day program experiences to promote life-enhancing programmatic opportunities
- ❑ Recruits, interviews, and trains new house managers/supervisors and establishes a cohesive culture on each campus in line with Day Spring's vision and mission
- ❑ Review monthly paperwork to monitor for accurate agency, medical and house binders
- ❑ Inspect monthly paperwork for completeness and authenticity
- ❑ Ensure paperwork is scanned upon receipt
- ❑ Conduct planned and unplanned visits to achieve best monitoring practices
- ❑ Represents and participates in resident Plan of Care team meetings
- ❑ Displays professionalism and courtesy at all times
- ❑ Provides leadership and oversight for resident events
- ❑ Organizes and leads resident and family meetings
- ❑ Participate in the rotation, timely reporting and review of the Day Spring help line
- ❑ Oversees the input medication changes into HRST system for case load
- ❑ Verify compliance with Medicaid waivers (monthly summaries, incident reports, etc.)
- ❑ Manages "first line" grievances
- ❑ Coordinate with HR the implementation of training programs
- ❑ Alert Chief Program Officer, Compliance Manager, and CEO of critical incidents involving health, safety, and welfare of residents
- ❑ Other duties as assigned



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**COMPENSATION & BENEFITS:**

The Residential Program Manager is a salaried position beginning at \$50,000 annually but is flexible based on applicant's years of related experience. A lucrative vacation and sick policy, as well as employee benefits, are available

**PHYSICAL DEMANDS OF THE PROGRAM MANAGER:**

1. Be healthy and physically fit including the physical requirements of lifting individuals, standing for long periods, crouching, twisting/turning, weight bearing, swimming, walking and other physical activities as required.
2. Be able to lift up to 50 pounds.
3. Exhibit abilities to see, hear and speak to individuals under their care.
4. Must possess a valid driver's license to operate and drive a vehicle.

**WORK ENVIROMENT FOR THE PROGRAM MANAGER JOB.**

Work is normally performed in an office, residential home, and requires local travel. Mileage is reimbursed for work related travel.

The employee is occasionally exposed to moving mechanical parts and vehicles; the noise level in the work environment is usually quiet to moderate. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the Program Manager job.

Typical work duties can vary depending upon needs of the agency. The Program Manager may engage in duties related to daily care of the resident including administering medication, updating records, providing emotional support, and resident education.

It typically may require longer work days and varied schedules, or have on call duty. They may have to work nights, weekends or even over the holidays.

Additionally, staff will need to protect themselves from possible work-related hazards, during the course of resident care, since they may be exposed to infectious diseases, body fluids, radiation, chemicals, etc.