

CHAMPAIGN COUNTY REGIONAL PLANNING COMMISSION

Position Description

Position: Community Services Program Manager

Reports To: Community Services Director

Position Purpose

Provision of direct service to social service clients through one or more related program areas within the Social Service Division. Incumbent is responsible for administrative and clinical oversight of program area staff, assigning tasks and monitoring direct services provided by social services staff within a specified program area. Provides input into the establishment, monitoring and achievement of program goals, ensuring that high quality services are efficiently delivered to targeted client groups. Working relations must be established with all other appropriate service provider organizations and other agencies.

Dimensions

Oversight of specified program area, including supervision of 1-15 staff and work assignments. Working with individual, household or group case loads with approximately 30-40 at one time in provision of intense services; or with larger caseloads receiving assistance for short-term difficulties; or group activities designed to improve individuals' lives; or with management of human service systems through administrative involvement with government, not-for-profit, or other community groups to organize new service coordination systems targeting population groups. Objectives and activities will conform to requirements of various board-approved work programs as stipulated in annual contracts.

Provision of input into the establishment of program goals and is responsible for the maintenance of records, monitoring, and reporting of progress towards goal attainment.

Preparation of quarterly and/or annual reports to funding sources, governing bodies and/or CCRPC management.

Researching and drafting grant proposals.

Nature and Scope:

The Program Manager reports to the Social Services Director and works closely with staff and other agency professionals to provide client services. As directed by the Social Services Director, the Program Manager works with related professionals of other agencies for service coordination purposes. Duties will depend on specific target population and purpose of the particular coordination service to be provided, and may range from short-term development of written materials, provision of classes, advocacy to obtain benefits and services, or assessment and referral to complete comprehensive case coordination and case management, including arranging assessment activities by subcontract agencies and developing service options to direct provision of services to a caseload of clients.

The Program Manager is responsible for compiling and analyzing staff reports for the Social Services Director at regular given intervals regarding service performance of the program's assigned work. These reports must be in the format required by the specific

funding agency completed in a manner timely to meet all deadlines, and will contain information on number of clients served, success of program operations, compliance of programs with applicable state and local policies and standards, and similar types of data.

The Program Manager assures documentation and maintenance of client records and files in office area and will assure the confidentiality of these records as may be required.

The Program Manager provides training, direction, and oversight of program staff assigned to specified program area.

Principal Accountabilities

Coordinate and provides direct service to clients through face-to-face and phone contacts.

Coordinates and provides referral services to clients utilizing a wide variety of community resources.

Provides direct supervision to staff with regard to assignment of duties and evaluation of performance, approval of requests for vacation, sick and personal leave and monitoring work time.

In coordination with Social Services Director, provide administrative oversight to staff with regard to professional development plans and disciplinary action.

Provides staff with program orientation and training program addressing the service delivery issues and program/funding requirements.

Prepares and presents program statistical reports as required by funding sources, governing boards and CCRPC management. Ensures statistical data is accurately collected, recorded and presented.

Develops and reviews written direct service protocols and procedures in coordination with Case Consultant and final approval of Social Services Director.

Ensures that client files are orderly and accurate.

Reviews and provides input on quality assurance reports and client satisfaction surveys.

May participate or lead special projects as assigned by Social Services Director.

As requested, assists with grant-writing activities and identification of funding opportunities.

Attends meetings and training, makes home visits and transports clients and program materials as needed.

Professional Requirements

Bachelors degree in area related to program area with 5 years direct service experience or Masters degree in area directly related to program area with 3 years direct service experience. Requires working knowledge of agencies and resources related to program area and ability to develop a working knowledge of the local and regional community

resources related to program area. Requires ability to develop good working relations with co-workers, other service providers, funding sources, and government officials, the ability to communicate professionally (written, verbal and listening) and good organizational skills. Ability to make home visits and transport social service records weighing up to 20-30 pounds, required. Ability to attend occasional out of town meetings or trainings required. Respect for client and staff confidentiality and the principles of ADA and EEO required. Prior supervisory experience preferred.

12/05