

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title:	Program Manager II
Reports To:	Community Services Director
Supervises:	Case Manager I, Case Manager II, Program Manager I, Coordinator Reception/ Clerk, Administrative Assistant, Intern, Volunteer
FLSA Status:	Exempt
Pay Grade:	8

General Duties:

The Program Manager II will design and implement high quality social service programming based on research that is responsive to the needs in Champaign County and will participate on the Community Services Division program management team. The position will provide oversight and overall coordination of assigned programs, contracts, and grants in compliance with all relevant State, Federal, and local provisions; is responsible for administrative and clinical oversight of assigned programs, assigning tasks and monitoring direct services provided by social services staff within a specified program area. This position acts as Community Services Director in the absence of the Community Services Director.

Specific Duties and Responsibilities:

- Responsible for ongoing monitoring, reporting and evaluation assigned programs, contracts, and grants.
- Building and maintaining collaborative partnerships with community agencies, funders, and referral sources.
- Integrating program services and assisting in providing referrals, resources, supports and follow-up.
- Oversight of staff training and development, striving to maintain continuous improvement philosophy.

- Complete Result Oriented Management Accountability (ROMA) certification within 12 months of hire and incorporate ROMA principles throughout the work conducted at the Regional Planning Commission.
- Lead assigned staff to achieve program performance outcomes and organizational goals.
- Coordinate the Community Needs Assessment.
- Develop an annual Community Action Plan.
- Maintains an awareness of current and emerging local, state, and national issues, evidence-based services models/promising practices and resources related to programs for which the Manager is responsible.
- Promotes professional working relationship with social service providers, medical providers, housing, public entitlements and other resource providers.
- Routinely represents programs at various professional meetings and on various local and state committees and boards.
- Informs Director of significant issues or activities affecting staff and clients.
- Provides assigned staff on the job training and regular supervision to assure effectiveness of the team and successful performance of individual staff members. Provides consultation and supervisory guidance to staff during business hours which includes 24/7 support for Emergency Shelter for Families program.
- Monitors budgets and acts in a fiscally responsible manner with regard to decisions made in day-to-day program operations.
- Participates in intra agency and community-based committees/meetings as requested/assigned. Adjusts work schedule to attend meetings as assigned.
- Maximizes coordination and communication among all the Community Services programs and staff.
- Use available technology to increase efficiency, maintain accurate up to date records and accurate up to date reports.
- Maintain up to date work schedule in Outlook calendar.
- Demonstrate openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Conduct regular program monitoring and file audits, document results, review results with staff and supervisory staff, and effect necessary change to address areas of improvement.
- Develop and maintain appropriate implementation plans, program manuals, and/or procedures to provide quality program services within the limitations of the budget.
- Provide required monthly, quarterly, and annual reports of services.
- Prepare grant applications for assigned programs and for new initiatives.
- Participate in the selection, interview, hiring, and orientation process of new employees.

- Support professional development of employees to maximize impact and success of the organization.
- When necessary, participate in investigations of violations of policies and procedures, issue discipline and participate in the grievance process.
- Complete payroll data entry. Monitor and approve staff time, time-off, travel and reimbursement requests.
- Other duties as assigned.

Required Knowledge, Skills, Characteristics and Abilities:

- Bachelor's degree in human services or related field and a minimum of three years supervisory experience, Master's degree preferred.
- Skills in supervision, training, and program evaluation.
- Ability to understand the vision, mission, and values of CCRPC and act as a team member of the organization to implement in everyday work.
- Must possess strong skills in the use of common office software for word processing, spreadsheets and databases.
- Ability to learn the use of web-based systems.
- Ability to prioritize and handle emergency or crisis situations.
- Ability to pass criminal background check.
- Valid driver's license and ability to transport clients and their children and visit their homes throughout service area on a daily basis.
- Ability to attend community meetings and interpret information presented and shared amongst participants, provide program information at community meetings, provide formal program presentations, and collect and share relevant meeting information with team.
- Effective management, interpersonal, oral and written communication skills necessary to relate well to clients, community members, stakeholders and funders, and to provide supervision to subordinate staff.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Adherence to the principles of EEO and ADA.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- Ability to react to change productively.
- Ability to influence change.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.

- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to work a flexible schedule to accommodate program needs including periodic evenings and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Observe staff job performance.
- Ability to interpret written and spoken information effectively, timely, and efficiently to make cognitive decisions that are appropriate for stakeholders, employees, and clients.
- Travel to meetings, training, service delivery, and other work sites. Travel will include driving between office sites within Champaign-Urbana, to meeting locations throughout Champaign County, and meetings held in cities throughout Illinois. Occasionally out of state travel will be required and will require travel by airplane.
- Sit/stand at a desk 70% of workweek
- Lift and carry equipment necessary to complete work, approximately 20 pounds

Competencies:

- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience. Presents ideas and facts clearly and effectively in writing, and minimizes or avoids spelling and grammatical errors.
- **Composure:** Conveys a positive image of him/herself, his/her team, and the company effectively. Understands how tone of voice, word usage, eye contact, and body language affects others' perception of him/her.
- **Customer Focus:** Convergence of product awareness, attitude, efficiency, and problem solving in a way that adds value to the team, role or organization. Satisfies expectations and requirements from both internal external stakeholders. Identifies customer needs and is able to provide solutions or answers to problems.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making,

a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.

- **Delegation Skills:** Allocates decision-making and responsibilities to others appropriately. Is able to maximize individual and organizational efficiency.
- **Effectiveness:** Ability to organize work process in such a way to “get the job done” using proper tools and support, and leveraging management, peers, and team members. Completing work that has been outline in an effective manner, which includes being done in a timely fashion to meet deadlines, and in a manner, that fulfills all requirements of the work.
- **Efficiency:** Able to achieve maximum productivity with minimum wasted effort or expense.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Motivation to Succeed:** The ability to stimulate interest and enthusiasm in others in a way that benefits the organization; creates a work environment that inspires people to do their best. The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Planning:** Assists in the formulation of both long-term and short-term strategies, projects and procedures by either actively participating in the planning process or by providing substantive input or data. Able to assess the actions, time and resources needed.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Professionalism:** Demonstrates a high-level of professional etiquette with internal and external stakeholders. Maintains tact in addressing difficult, awkward or conflicting situations. Displays consistent poise in all facets of his/her work.
- **Project Management:** The practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.
- **Quality of Work:** Demonstrates a commitment to accuracy and thoroughness, and is fully committed to excellence in all phases of his/her job. Identifies and resolves mistakes, errors or omissions quickly and thoroughly.

- **Quantity of Work:** Achieves maximum productivity. Is effective in using time wisely and allocating tasks to ensure that all work is completed in a timely manner.
- **Respect for Diversity:** Manages all kinds and classes of people equitably and inclusively. Respects diverse perspectives. Supports equal and fair treatment and opportunity for all.
- **Resource Management:** Ability to effectively manage all resources, such as budget, effort, time-required to achieve organizational goals and business results.
- **Strategic Focus:** The ability to consider the business, demographic, ethno-cultural, political, and regulatory implications of decisions and develop strategies that continually improve the long-term success and viability of the organization.
- **Supervision:** Oversees employees and work processes to ensure an efficient and productive work environment.
- **Team Work:** Provides assistance, information or other support for the team to build or maintain relationships with them. Works well with other team members and does not contribute to unproductive group conflict.
- **Technology:** Comfortable using technology to accomplish tasks including adapting to new technology to optimize performance.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.

Work Environment:

- Primarily climate controlled with minimal safety/health hazard potential
- Office work will be performed in an open cubicle environment sometimes involving distractions.
- Frequent near-vision use for reading and computer work
- Evening and weekend availability is required as needs of the program dictate.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____