



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

Job Title: Program Manager
Lawrence House and Supportive Apartments

Department: Residential Programs & Housing

Position Status: Non-Exempt
Full time

Supervised by: Director of Client Services

General Statement of Duties:

Under the supervision of the Director of Client Services, this position is responsible for the overall operations of the Lawrence House and Supportive Apartment program, and associated staff, ensuring quality of services and compliance with program & regulatory policies and procedures in line with the Agency mission.

Specific Management Duties:

- Oversee and manage certified residential Office of Mental Health programs, day-to-day workflows, training, reporting, and occupancy
- Monitor, evaluate, and audit program activity, including processes and documentation to ensure proper execution of referrals, intakes, admissions, service planning, and discharges, **and** compliance with the program model, regulations, and Agency policies and procedures
- Ensure the programs and services in these programs are compliant with and follow the guidelines and regulations put forward by the funding source
- Monitor the delivery of programs and services to ensure quality and make recommendations for improvements
- Manage program budget and resources in a responsible manner
- Monitor and track established program goals and outcomes as required by Agency administration and regulatory bodies
- Complete necessary Agency, funding, or other reports
- Attend and participate in Agency and community meetings as designated
- Develops and maintains positive and effective community relationships with neighbors, community groups or agencies, and referral sources
- Responds to crises and emergencies while on-duty, as well as off-duty hours, when necessary
- Other related work, as requested

Specific Supervisory Duties:

- Conduct regular 1:1 supervisory meetings and provide feedback to staff
- Maintain notes related to supervisory meetings detailing topics discussed, plans for improvement and needed training, accomplishments and successes, deadlines, etc.
- Support employees' personal and professional growth and development
- Participate in program staff hiring, performance improvement, and separation when appropriate
- Complete performance evaluations following probationary periods, annually, and at other appropriate intervals
- Monitor time and attendance
- Mentor employees and lead by example

Required Knowledge and Skills:

- Verbal and written communication skills
- Self-initiation and time management skills
- Knowledge of behavioral health, substance use disorders, and social service systems
- Leadership skills, including the ability to create and foster a positive work environment
- Computer and technology skills, including proficiency with MS Office

Qualifications:

- Bachelor's Degree in Human Services or related field with 3+ years of relevant experience required
- Must be a Qualified Mental Health Staff Person (QMHSF)
- Supervisory experience preferred
- Residential experience preferred

Additional Expectations:

- Must have a valid NYS Driver License, an acceptable driving record, and adequate insurance coverage.
- Typical working hours are 8:00 a.m. to 4:00 p.m., Monday through Friday; however, additional and/or varied hours may be required at times
- Must comply with all Agency policies and procedures, using the Program Policy and Procedure Manual as a reference.
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) provided.
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, agency operations, or personnel of the agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or service(s) provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee