

RESIDENTIAL PROGRAM MANAGER

KIND OF WORK

Managerial work directing a residential program.

NATURE AND PURPOSE

Under administrative direction, an employee in this class directs all services for the residents of a specialized subgroup within a major disability program (for example, the Adolescent Treatment program at Willmar Regional Treatment Center identified in the January 1988 benchmarks). This includes planning, implementing, and evaluating the application of fiscal, human, and technical resources to respond to the program's current and long-range projected needs.

This classification differs from the class Group Supervisor in that the incumbents are accountable for all aspects of program management for an entire disability subgroup including setting policy, priorities, and objectives. This includes both administrative duties such as budget and public relations, and program responsibilities.

This classification differs from higher level Residential Program Services Managers and Directors in size, scope, and complexity. Clients will typically present a more limited range of treatment issues. The Adolescent and Geriatric programs at Willmar Regional Treatment Center, identified in the January 1988 benchmarks, typify these characteristics.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Manage, direct, develop, and implement services for the program area so that the program is responsive to residents' needs and treatment services are delivered in accordance with accepted standards by: establishing goals and objectives; developing performance objectives and timetables; and developing work plans.

Propose and administer the program's budget based on projected client needs so that the program objectives are met in a timely and efficient manner within fiscal resources by: reviewing and comparing cost and service information, and adjusting the program to fiscal and human resources.

Direct the program's employees so that they effectively perform their assigned job duties and contribute to the achievement of the program's objectives by selecting appropriately skilled and experienced employees; by rewarding or disciplining employees; recommending promotion, suspension, discharge or change in status; training and directing employees in the execution of their job duties.

Represent the program area to employees of other government units, employees of other state divisions, advocacy groups, private providers, and private citizens to develop an improved understanding of the role of the program in the overall network of services, obtain input on needed and desired services, and develop community support for the program by: identifying information important to each group and determining the most effective means of conveying and receiving that information.

Plan and design treatment services based on residents' assessed needs, public policy guidelines, treatment methodologies, and professional practice to ensure that effective programs are provided which relate to resident needs by integrating these factors with human and fiscal resources.

Direct the program's abuse prevention program to ensure protection of resident rights and the fair and equitable treatment of staff by: reviewing and evaluating current policies and practices and modifying them as necessary.

Provide information to the legislature, licensing and accreditation authorities, other divisions of the department by: analyzing data needs; assigning staff to prepare data into meaningful statistics; and directing and/or designing special reports.

Assign and direct special projects to systematically assess service needs in the region served by the facility by: reviewing projected service needs based on population statistics; consulting with counties; and coordinating the efforts of staff as they develop relevant measurements.

Direct special projects to ensure that the efforts of project staff focus on key issues and that work is completed within established time frames by: evaluating project methodology, timetables, objectives, and project staffing and budgets.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Treatment/programming methods applicable to the disability group sufficient to design, implement, and evaluate an effective, integrated, individualized program of services.

Management principles sufficient to ensure efficient utilization of facility staff.

Community resources sufficient to integrate services into the overall Service Provider Network to ensure successful discharge of residents into the community.

Needs assessment methods sufficient to guide the efforts of assigned staff in preparing short and long-term service plans.

Resource requirements and costs sufficient to compile and present a budget to meet projected levels of service.

Public speaking sufficient to ensure an accurate understanding of facility programs in the areas served.

Client, economic, medical, and social needs sufficient to effectively lead and guide staff in developing effective discharge plans.

State and departmental administrative policies relating to treatment programs to ensure that requirements are met in designing long-term plans, monitoring assigned program areas and developing plans for corrective action.

Dynamics of committee and task force groups sufficient to ensure that desired input is obtained, committee efforts focus on key issues and that facility staff and community representatives' time is utilized effectively.

Assigned disability group sufficient to organize and direct effective treatment.

Ability to:

Plan an integrated program of individualized services for a disability group.

Supervise and motivate facility staff.

Translate needs of community and treatment standards into program services.

Communicate orally and in writing so that facility goals, plans and requirements are understood.

Est.: 3/88T.C.:

Rev.:

Former Title(s):