



Position: Program Manager

Reports to: CEO and CNO

Hours: 8 hours 5 days a week on site work (M-F 8:00 Am to 4:30 PM). On call to handle any situations or emergencies that may arise when the Program Manager is not physically at the site.

Pay: Salary:

Qualifications:

At least one year at a Holliday's Helping Hands site, or 2 years prior Program Management experience.

Program Management Duties:

PMs handle all supervisory duties for the facility, overseeing the medical, case management, administrative team, and operations team on a day to day bases. They enforce work schedules, delegate assignments, assign tasks and evaluate employee job performance, as well as disciplining employees who don't fulfill their job requirements or provide inadequate patient care. They also make recommendations to establish employee policies and procedures as needed. The PM will mentor less experienced staff, offering clinical and career advice by teaching and demonstrating the requirements of the job. In addition, PMs will ensure that each staff member has been properly trained for their position and are adequately able to demonstrate such training on a day to day bases. PMs set goals and standards for the unit, and help hold regular staff meetings in which they give directions or discuss areas for improvement. At HHH this is done by way of daily huddles, shifts exchanges, consulting, Performance Improvement Plans, and Corrective Action Plans.

The PM meets with outside constituents and carries the vision, policies, and procedures of HHH into such encounters. PMs help create a seamless alliance with outside constituents, such as: Parole, probation, ICMS, Project 180, mental health agencies, and primary care providers.

PMs must be able to hold confidential information from staff, patients, and upper management. The ability to keep information confidential is vital to the success of this position.

PMs must be able to document staff behavior issues in a timely manner

PMs must be able to hold critical conversations when needed and hold staff accountable for behaviors and actions.

PMs must know the duties of each position and hold designated person responsible for performing their duties.

PMs must be able to effectively translate the needs and concerns of their site to upper management.

PMs must be able to determine the flow of goods into and out of their unit, and keep their unit properly stocked for each given month.

The duties of a PM include, but is not limited to:

- Ensuring the team is arriving and departing work as scheduled and taking scheduled breaks and lunch. All of this must be properly documented for each staff member.
- Arranging for special schedules when requested or needed
- Training and disciplining team as needed with the input and approval from management.
- Training team members to perform their daily duties.
- Ensuring team members perform their daily duties.
- Be responsible for daily shift exchange, daily huddles, and other correspondence within the team as needed on a daily base. You do not have to lead these events, but ensure they are being conducted.
- Help the team set goals for the efficient operation of the facility and relate any needs to the management team for the proficient operation of the facility.
- Be willing to execute PIPs and CAPs as needed with the direction of the management team.
- Conduct chart audits with the support of your Administrative Assistant. Ensure charts are up to DHS and HHH standards at all times.
- Ensure that inventory is sufficient for 1.5 months of supplies: Food, medical, cleaning, office, etc.
- Ensure that all weekly and monthly reports are submitted in a timely manner and are correct.
- Ensure patients are receiving care as determined by DHS and HHH.
- Increase resident input and visibility by hearing and responding to patient concerns.
- Proper use of behavior team to ensure patient support and progress
- Ensures that trainings are being scheduled or conducted as they are needed across staffing disciplines.
- PM represent the facilities' interests, consulting with senior management if the staff has questions or concerns, recommending changes and improvements, and offering the facilities' opinion regarding proposed changes or decisions under consideration by the facility's leadership staff.

PM has oversight of Administrative Assistant at the facility to ensure the following duties are being implemented by AA. This includes:

- Facilities day- to-day administrative operations
- Data input into DHS and HHH systems
- Office duties that include: filing, copying and printing, manage the program office supply inventory, replenishment, and distribution
- Handling and managing program petty cash, ensuring expenditures are justifiable, collecting receipts and processing reimbursement forms in an accurate and timely manner
- Purchasing, handling and managing transportation tokens for the program, process reimbursement forms in an accurate and timely manner
- Ensuring staff is adhering to program and contracted policy and procedures with the processing and handling of confidential documentation and materials
- Manage the collection and distribution of inter office mail
- Manage the maintenance and replacement of office equipment such as copiers, faxes, meters and any other office equipment
- Assist with the planning and coordination of special projects, presentations, dissemination of information, and program events
- Prepare confidential documentation for Serenity staff; accurately record, organize, and distribute as needed
- Ensure all program reporting is done in a completed and timely manner
- Act as liaison for all clinical staff to ensure efficient coordination and completion of documents needing review and/or approval based on the DHS contracted and HHH program standards
- Independently maintain all DHS and HHH program records accurate and current at multiple sites; perform file audits to ensure proper record keeping, analyzing, coding, indexing and storing; records are

to be complete, accurate, and adhere to DHS contracted and HHH program standards per HIPAA and government funding regulations

- Manage all HHH Program eligibility enrollments and conduct monthly eligibility screenings, dispense enrollment results to clinical and corresponding staff and coordinate further eligibility processing if applicable with clinical staff
- Manage agency wide processing and responding of client record requests per HIPAA regulations when requests from authorized users and/or clients are received
- Plan and coordinate clinical staff trainings and agency wide new employee orientation classes; schedule and assist where needed with all levels of staff; create, manage and produce presentations and reading materials for attendees and presenters
- Attend and take minutes for Serenity/DHS meetings as requested. Maintain minute records of clinical and/or quality assurance meetings and distribute to committee in a timely manner
- Provide direct support to clinical staff and director in the creation of memos, reports, policy and procedures, and other confidential materials in reference to the staff and program needs.

Operation Duties:

- Ensure transportation is being conducted as scheduled daily.
- Ensure vans are properly maintained with records for proof. Mileage, repairs, maintenance, etc.
- Ensure cleanliness of site.
- Ensure meals are being served in a timely fashion and in accordance with the menu set forth by HHH.
- Ensure security guards are reporting to work, conducting rounds, securing the facility, and performing all other security duties.
- Ensure all monies are accounted for: Petty cash, credit cards, receipts. All money should be properly designated and accounted for on a weekly basis.

The PM will conduct other duties not recorded or mentioned in the job description as needed and requested by other team members and management staff.

ACKNOWLEDGEMENT

Employee Incumbent Name

Employee Signature

Date

HHH Staff Member Name

HHH Staff Member Signature

Date