



# Kirstin Care, LLC

## Job Description

**Job Description:** Program Manager

**Reports to:** CEO

**Last Revision Date:**

**Quality, Performance, and Behavior Expectations:** All employees are expected to uphold the agency's mission and values by demonstrating compassion and care to all individuals served by the agency. Kirstin's Care expects employees to demonstrate integrity, respect, and accountability.

**Job Summary:** The Program Manager is responsible for overseeing Community Development Services (CDS), Employment Services/Supported Employment, Personal Support, Housing Support, and Shared Living. In this role the program manager will supervise staff, ensure training needs are met for individuals, coordinate, plan and manage daily operations.

**Supervisory Responsibility:** Employment Specialist Professional and Community Development Specialists and Direct Care Specialists.

### **Essential Job Duties and Responsibilities:**

- Ability to adapt to a changing environment.
- Will provide transportation as needed for individuals in service.
- Must report all incidents to CEO immediately; may be asked to enter reports in the required reporting system.
- Assist and support individuals in goal achievement and personal development.
- Must be able to document proficiently.
- Must be able to keep track of attendance for the individuals in services.
- Ensure all staff is implementing goals as per the individual's person-centered plan (PCP)
- Ensures all staff has required training including any additional training related to the individuals before working a shift.
- Ensure a staffing schedule is created for the specific service and can appropriately identify and correct short staff situations. The Program Manager is expected to fill in when there is a staff shortage.
- Participates in collaborative meeting's as needed.



- Must be willing to provide crisis intervention as needed and ensure all staff is appropriately trained and up to date on annual training.
- Must document according to company policy.
- Must be computer proficient.
- Must keep constant communication with families, upper management staff, and other entities as required,
- Must ensure staff is documenting correctly, regularly, concisely, and completely.
- Will assist in person-centered plan (PCP) meeting's annually and as needed in helping individuals in services achieve their short- and long-term goals.
- Must keep up with individual's annual PCP's due dates and funding expirations.
- Other job duties as required for the position.

#### **Work Conditions:**

- May require lifting, bending, walking, or standing for long hours.
- May be exposed to a communicable disease or various non-threatening medical conditions.
- May require a van or lift assistance as needed.
- The weather may play a factor in hot summers and cold winters.
- May be required to use own vehicle to transport individuals.
- May be required to move, turn, transfer, or position in bed or wheelchair.
- Other work conditions may arise.

#### **Requirements:**

- Must have at least 1-year supervisory/management experience.
- Must have comprehensive knowledge of DDA, CMS, and COMAR regulations.
- Must have a High School Diploma/GED (Associates preferred).
- Be at least 18 years old.
- Ability to lift a minimum of 50 lbs.
- Knowledge of current and surrounding counties.
- Must have a valid driver's license (No moving violations).
- Must be able to read and write (Test administered with interview).
- Must successfully pass a background check.

#### **Mandatory Training:**

- CPR/ First Aid
- MANDT (including annual recertification)

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- DDA Training's
- Other training as determined by the agency.

**CPR/FA and DDA Training will be completed during orientation.**  
**MANDT Training must be completed within the first 90 days of employment.**

This job description is subject to change.

Employee Name:	
Employee Signature:	
Date:	