



JOB DESCRIPTION

MISSION: To enhance human development through community. To enhance community through human development.

POSITION TITLE: Program Administrator

REPORTS TO: Executive Director

STATUS: Exempt

PROBATIONARY PERIOD: Six Months

PROVIDES DIRECT SUPPORT TO: Program Director, Intake Coordinator, Family Education Support Leads, and Group Home Coordinators

GENERAL JOB SUMMARY:

The Program Administrator is responsible for developing systems, policies and procedures for client programs and services that facilitate a continuum and consistency within all STEP Programs and services. The Program Administrator is responsible for the leadership and support of program managers to ensure that policies and procedures and delivery of service are consistent with the agency mission and in accordance with contract requirement, state and federal regulations and agency policies, procedures and annual outcomes. The Program Administrator ensures the effective and efficient use of available resources and is responsible for the overall management of program staff including the supervision style and efforts for the retention of staff.

ESSENTIAL JOB FUNCTIONS:

- Conducts needs analysis studies and confers with program managers and supervisors to determine program and service needs.
- Develops strategic planning with short and long-range goals to meet program and service objectives with other management team members.
- Development of budgets that reflect efficient use of resources.
- Leads, directs, supports and evaluates programs and staff performance.
- Oversees management and supervision of program staff to maximize effective service delivery and staff retention.
- Review, revise and develop policies and procedures for all client programs and services to ensure compliance with contracts, and licensing requirements.
- Participate at local, regional, and state meetings as requested by the Executive Director.
- Ensures maintenance of accurate and appropriate records for compliance with program contract requirements, licensing and agency policy and ensure completion of all reports as required.
- Documentation according to policies, procedures, and contract requirements.
- Responds to complaints, grievances and appeals regarding client services.
- Develops systems and monitors services delivery for quality improvement.
- Communication and coordination between the individual, family and other services upon request.
- Attends regular Management Team and Leadership meetings.
- Attend Board Committee meetings when requested and Board meetings as requested.
- Attend all agency meetings and others as required.
- Interact professionally and supportively with clients and peers within and outside of the agency.
- Plan, organize, implement, and evaluate orientation and ongoing training to improve technical and professional competency and improve service delivery of Family Education Support Department (FES) and Residential/Day Services Departments.

- Encourage and monitor staff participation in training, conferences and workshops to assure quality services.
- Observe, coach, and monitor FES and Residential/Day Services Leads to assure consistency and compliance with contract requirements, and agency policies in the following areas:
 - Monitor and support individual budget development
 - Oversees department budget
 - Develops and implements methods to retain quality staff
 - in collaboration with Quality Assurance Specialist, ensures quality of all services and establishes systems and procedures to maintain quality
- Complete written performance appraisals for direct reports annually
- Facilitate positive communication between all staff and direct reports
- Accepts other responsibilities as assigned

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The qualifications listed below are representative of the minimum knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE:

Masters Degree required in special education, human services or related human service field, plus a minimum of two years of experience working with developmentally disabled individuals and their families. A minimum of two years of supervisory experience is required.

LEVEL OF INDEPENDENT DISCRETION; CONSEQUENCE OF ACTIONS:

The Program Administrator within the parameters of corporate policies and procedures exercises a high level of independence in decision-making. Significant errors in judgment may endanger the health and safety of clients or staff and may cause serious financial and/or legal repercussions for STEP, Inc.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Attendance at a variety of work sites is required.

STATEMENT OF UNDERSTANDING:

I have read the above requirements. I assert that I meet the minimum requirements; I am able to perform the essential job functions and satisfy the expectation of regular attendance at the worksite. I further understand that signing the job description does not constitute a written or implied contract of employment.

Signature _____ Date _____