Status: Exempt

# In-Home Services Program Manager

## Definition

The In-Home Services Program Manager oversees and manages the Veteran Directed Care (VDC) Program, In-Home Support Services (IHS), and Caring Companions (CC) Programs. This role involves coordinating, developing, and implementing these programs. The Manager collaborates with the In-Home Services Director to ensure that all activities align with program guidelines and meet established goals and objectives. Additionally, the Manager is responsible for ensuring that the programs comply with all relevant federal, state, county, city, and funding regulations, as well as any other applicable requirements.

**Essential Duties**

*(The following are intended to illustrate typical duties; they are not meant to be all inclusive or restrictive.)*

1. Supports Agency’s mission and philosophy and fully participates in Agency’s goals and objectives, including, but not limited to, being available to work occasional evening and/or weekend events.
2. Oversees the hiring, appointment, supervision, and evaluation of program staff and recommends personnel actions. Contributes to the development of orientation and training materials. Plays a key role in resolving issues and conflicts. Offers solutions and guidance to staff as needed and actively supports performance improvement.
3. Provide opportunities for continuous education and training to promote the professional growth and development of department staff, ensuring that both staff and volunteers have the skills and knowledge necessary to perform their job duties effectively. Ensure that all required staff certifications are completed and up to date.
4. Provides back-up support for all staff positions supervised as needed.
5. Directs and coordinates the development and planning of VDC, IHS, and CC Program activities to ensure goals and objectives are accomplished within the prescribed time frame, program requirements and funding parameters.
6. Confers regularly with the In-Home Services Director to further develop and implement program policies and procedures and to continuously improve program operations. Ensures compliance with regulatory guidelines, standards, and rules.
7. Supports business and resource development through such activities as assisting, marketing, grant/proposal writing, and locating potential resources; assists with administering grants and contracts, ensuring compliance with regulatory guidelines.
8. Takes lead in designing and establishing systems to organize and manage the workflow of contractual and grant obligations, guidelines, and staff responsibilities.
9. Submit and monitors budget, under the supervision of the In-Home Services Director and in collaboration with the CEO and CFO.
10. Facilitates and coordinates work groups, task force groups or other similar groups toward common objectives. Builds strong partnerships across multiple sectors to achieve shared goals, with a preference on experience with health plans, Veterans Administration, medical providers, skilled nursing facilities, hospitals, social services, and other downstream providers in the local community medical model.
11. Works within multiple levels of medical systems to encourage continuity of care in the community. Works with hospitalists, nursing staff, skilled therapies team, and pharmacists.
12. Provides Telehealth visits on an as needed basis and in combination with in-home or face-to-face visits with staff, clients, caregivers and/or family members.
13. Works with accounting staff to ensure that accurate and timely billing of services occur, and that payment is received.
14. Conducts data collection, reporting and program evaluation to ensure quality assurance process and to analyze and evaluate outcome data from the VDC, IHS, and CC programs. Data collection is designed to meet benchmarks, calculate diversion data, meet program, and grant requirements, identify trends, and make necessary adjustments to ensure the program’s success.
15. Collaborates with the Development and Communications Team to conduct marketing and program promotion as needed. Promotes programs and services through community outreach activities.
16. Develops or assists in developing instructional information and materials for clients; assesses or assists in assessing client educational and orientation needs.
17. Refers clients to community resources to assist with resolution of problems. Reviews and evaluates available resources and services from local agencies to provide social assistance for clients.
18. Participates in public relations and other outreach activities, which may include the following: Presenting information to individuals, groups, and organizations. Establishing and maintaining productive working relationships with individuals, organizations, and groups whose activities may benefit the program and its objectives. Attending or conducting meetings which support achievement of VDC, IHS, and CC program goals and objectives.
19. Provides customer service as needed: Handles non-routine complaints, arbitrates minor disputes, and resolves minor grievances of clients, vendors, and program staff; oversees the evaluation of customer satisfaction.
20. Models’ positive leadership and MAS Guiding Principles: Fosters positive teamwork and collaboration. Cultivates open communication. Acts as a catalyst for change and continuous improvement. Encourages and empowers others to achieve.
21. Performs related duties as assigned.

**Supervision Received**

Works under the general direction of the In-Home Services Director.

**Supervision Exercised**

Direct supervision typically includes the VDC Program staff, (Care Coordinators) and the In-Home Services Supervisor. May serve as a supervisor to practicum students. May supervise volunteer workers. May act as a team lead for special projects which may include paid and volunteer workers.

## Working Relationships

## The work entails interacting with varied Missoula Aging Services staff, long-term care consumers, patients and their support systems, varied professionals in the community and state, Federal and State grant partners, varied human service workers and the general public.

**Physical/Mental Demands & Working Conditions**

Requires moderate physical effort, moving between 5 and 25 pounds, on an intermittent basis (less than 15% of the time). While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. Requires high attention to detail or deadlines on a continuous basis (45-70% of the time).

Employees work in office environment free of excessive noise or other disagreeable elements, where temperature is regulated with less than 10-degree Fahrenheit variation. Travel within Missoula County is required frequently. Travel outside of Missoula may be required. Use of a personal vehicle required. Must possess a valid driver’s license and maintain vehicle insurance as required by MT law.

## Qualifications

## Knowledge: Considerable knowledge of modern social work principles and practices. Considerable knowledge of care management methods, procedures, and practices; Knowledge of the application of crisis intervention skills; Working knowledge of staff supervision and project coordination principles and techniques. Considerable knowledge of the problems and needs of older adults and their caregivers. Working knowledge of resources and services available in the community. Considerable knowledge of the social dynamics of aging issues and the aging process.

*Skill:* Demonstrated skill in supervising people and monitoring and evaluating performance. Considerable skill in organizing people and projects. Above average skill in interpersonal relations, including written and oral communication. Excellent grant writing skills and knowledge of grant funding policies and procedures. Strong program management and time management skills. Proven analytical thinking, conflict management, and mediation skills. Considerable skill in conducting social work assessments, developing care plans, and advising staff on proper procedures. General skill in budget preparation and monitoring. Considerable skill in leading diverse groups and individuals. Demonstrated skill in training adults. Ability to think and problem-solve creatively. Proficient skill in the operation of a personal computer, laptop, tablet, and common computer applications such as Microsoft Office Suite and other database programs.

*Ability:*Ability to promote client’s self-determination; Ability to provide input to the plan of care with respect to social and other non-medical covered services; Ability to monitor service delivery including cost of services provided; Ability to evaluate service effectiveness and re-assess continuing client need; Ability to provide guidance to assist client’s in utilizing community services effectively and appropriately; Ability to work within a team based, cross functional environment. Ability to successfully interact with a wide range of individuals and organizations of diverse backgrounds and viewpoints. Ability to identify and participate in the development or improvement of community resources as related to finding alternatives for long-term care and promoting community accessibility for clients; Ability to work with minimal supervision. Ability to travel within Missoula County, surrounding communities and required state meetings and trainings.

*Education and Experience:*The preferred knowledge, skills and abilities described above are typically acquired through the completion of a relevant bachelor’s degree (e.g., social work, human services management, management, non-profit management psychology, nursing) and three (3) years of relevant management experience in a health care setting preferred; *OR*a suitable combination of education and experience. Volunteer work may be considered in evaluating work experience.

**Competency**

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality:* Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

*Quantity:* Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works efficiently.

*Safety and Security:* Observes safety and security procedures; Determines appropriate action beyond guidelines. Reports potentially unsafe conditions; Uses equipment and materials properly.

**Personal Attributes**

It is essential for this position to be open-minded and flexible regarding work to be performed. This position will require a great amount of self-motivation, self-direction, and discipline. Must be able to work and perform under moderate to high pressure. A high level of organizational skill is necessary in receiving and prioritizing clients. Must be willing to assist other co-workers as needed without being directed to do so. Teamwork and flexibility are essential to this position and to the company.

It is essential that the person in this position understands the policies and procedures as set out by management, and work as a team member for the good of the company. This position will be cross trained in other areas of the support staff duties.

**I understand that this job description is presented as a matter of information only and nothing contained in this job description shall be construed as an agreement or contract of employment between Missoula Aging Services and the employee.**

**I acknowledge receipt of job description and have read and understand the duties outlined above.**

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program Director Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR Director Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_