

ACHIEVE Human Services, Inc.

TITLE: VOCATIONAL REHABILITATION PROGRAM MANAGER
DEPARTMENT: EMPLOYMENT SERVICES
REPORTS TO: PRESIDENT/CEO

GENERAL SUMMARY

Under the general direction of the President/CEO, the Vocational Rehabilitation Program Manager is responsible for all aspects of the development, coordination, delivery and assessment of the Employment and Transition Programs which services individuals with disabilities. The Vocational Rehabilitation Program Manager coordinates and maintains compliance for the Agency's CARF (Commission on Accreditation of Rehabilitation Facilities) accreditation.

MAJOR DUTIES/RESPONSIBILITIES

- Oversee supervision for the Employment Services Coordinator, Community Program Specialists and Assistants, inclusive of training and performance evaluations.

Standard: Supervise, train, and evaluate the Employment Services Coordinator, Community Program Specialists and Assistants.

- Monitor, evaluate and maintain compliance with all State (Arizona and California) and Federal agencies such as Department of Economic Security (DES), Department of Labor (DOL), Department of Developmental Disabilities (DDD), Vocational Rehabilitation (VR), Department of Rehabilitation (DOR), and OSHA to ensure that all applicable laws including IDEA, Section 504, and American with Disabilities Act (ADA) are met.

Standard: No violations will be made with any of the above listed agencies.

- Ensure that the Community Program Staff eligibility to perform services is maintained and current as it relates to: Class I Fingerprints Clearance, CPR, First Aid, Client Intervention Training (CIT), Article IX, Disability Awareness, and all mandated safety, security, and human resources trainings.

Standard: No Community Program Staff members will be in violation of eligibility to perform services.

- Collaboration with the President/CEO in compiling Request For Pricing (RFP), grant proposals, and accreditation packet submissions from various funding sources, inclusive of ensuring reporting requirements when awarded.

Standard: All submissions shall be submitted in a timely manner.

- Participate and provide community outreach that utilize appropriate private and public entities for job opportunities, informs the public of the Agency's services, and act as a liaison

with community services regarding the Agency's programs.

Standard: Obtain at least six (6) referrals per year.

- Obtain and develop resources that assist and facilitate services provided to the clients with disabilities.

Standard: Develop at least one (1) resource per year.

- Ensure the well-being, safety, security, confidentiality, and privacy of all clients through safe and secure practices, inclusive of immediately reporting to the President/CEO any discrepancies.

Standard: No more than one (1) injured client in the workplace per year.

- Perform duties as Program Manager as outlined within the Content of Department of Economic Security Contracts.

Standard: Fulfill all contract obligations with no breach.

- Ascertain that all quarterly and monthly client progress and reporting requirements such as client's objectives, data charts, strategies, and productions are maintained and kept current, and that they accurately reflect the necessary data in order to maintain compliance, and are invoiced correctly.

Standard: No more than two (2) invoice discrepancies per year.

- Performs other duties as assigned.

Standard: Other duties will be performed as directed by the President/CEO.

WORK ENVIRONMENT

A. Supervision

This position has direct staff supervisory responsibility for Employment Services and Community Program staff.

B. Confidentiality

This position is exposed to confidential client information, and moderate to high management information for the overall Agency.

C. Mental Application and Responsibility

This position is responsible for paperwork completion as governed by policies and procedures. This position is highly involved in crisis resolution with clients, and conflict resolution with managers. This position involves primary responsibilities for ensuring compliance with policies, procedures, and legal aspects of applicable contracts.

D. Internal and Public Contacts

This position involves constant direct interaction with clients, and with administrative staff throughout the Agency. It may also include being the primary point of contact with vendors on maintenance contracts.

E. Conditions and Equipment

Working conditions include office and program settings specific to the program. Some travel may be necessary.

Equipment operation includes general office equipment, computers, communication tools, and motor vehicles.

F. Physical Demands

N/A

G. Other

N/A

ABILITIES**A. Language (Communication)**

Must be able to read, analyze, and interpret general technical procedures, governmental regulations, and governmental contracts.

Must be able to write reports and business correspondence.

Must be able to effectively present information and respond to questions from the President/CEO, clients, and the general public.

B. Mathematical

Ability to apply concepts such as fractions, percentages, and proportions to practical situations.

C. Reasoning

Ability to define problems collects data, establish facts, and draw valid conclusions.

Ability to interpret an extensive variety of technical instructions in mathematical form.

Ability to visualize project processes to ensure the development of plans, and to meet deadlines and goals. Ability to recognize new problems as they present themselves and make immediate positive modifications.

D. Other

N/A

QUALIFICATIONS**A. Education**

Bachelor's Degree in Human Services or related field, or a combination of relevant experience and education.

B. Experience

Must have a minimum of five (5) years experience in the human services field.

C. Abilities

Must be able to organize, develop, and maintain procedures. Must be able to read and comprehend grant, accreditation, and State/Federal documents.

CERTIFICATES/LICENSURES/REGISTRATIONS

A. Valid Driver's License

Must have reliable transportation, a valid Driver's License, and be insurable by the Agency.

B. Pass background check inclusive of Excluded Provider List System (EPLS) and the Health and Human Services (HHS) List of Excluded Individuals/Entities (LEIE).

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C. Hepatitis B/TB Test

N/A

D. Health Certifications (required for food handling)

N/A

DRUG-FREE WORK ENVIRONMENT

The Agency is committed to the development and maintenance of a drug free environment in accordance with the Drug-Free Workplace Act of 1988. Accordingly, the Agency will not tolerate any unlawful activity such as the possession, use, manufacture, distribution, and/or dispensation, of a controlled substance on Agency owned or controlled property. Any employee or client engaged in such prohibited conduct or convicted of a crime involving a workplace drug violation shall be subject to disciplinary action up to and including termination. ACHIEVE Human Services, Inc. maintains and promotes a drug-free work environment and enforces a zero tolerance policy for the use of alcohol, drugs and/or controlled substances.

HIPAA

Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its implementing regulations, a Covered Entity under HIPAA is legally obligated to maintain the privacy of client health information that it creates or receives. The Agency recognizes the importance of keeping medical information confidential and is dedicated to meeting the HIPAA obligations. All information that we have about clients we consider to be confidential, and we maintain technical and administrative safeguards to protect against unnecessary use and disclosure of it. We expect our employees to respect our clients' instructions regarding any incidental exposure to protected health information. We are committed to supporting our clients in their efforts to comply with both state and federal privacy laws.

OSHA

Everyone has the right to a safe workplace. The Occupational Safety and Health Act of 1970 was passed to prevent workers from being seriously harmed at work or killed at work, and the law requires employers to provide their employees with working conditions that are free of known dangers. The Act created the Occupational Safety and Health Administration (OSHA), which sets and enforces protective workplace safety and health standards which are maintained by the Agency. OSHA also provides information, training and assistance to workers and employers. Workers may file a complaint to have OSHA inspect their workplace if they believe

that the Agency is not following OSHA standards or that there are serious hazards in the workplace. An injured worker may undergo a drug screening.

REASONABLE ACCOMMODATION

The Agency strictly adheres to the requirements of the Americans with Disabilities Act (42 U.S.C. Sections 12101 et seq.). While the Agency strives to appreciate the special needs of its disabled employees and provide the necessary, reasonable accommodations, it remains the responsibility of each employee subject to the provisions of the Act to promptly and effectively communicate in writing the need for accommodation to the Agency.

ACKNOWLEDGMENT

I, _____, understand and agree with the content of the above job description and hereby affirmatively represent and otherwise warrant that my conduct and job performance will comply therewith. It is further acknowledged, agreed, and understood that the execution of this Acknowledgment in no way, whatsoever, creates or implies a contract of employment between myself and the Agency. I fully acknowledge, agree and understand that my employment with the Agency is at the will of ACHIEVE Human Services, Inc., and that my employment therewith may be terminated at any time, for any reason, or for no reason at all. I further acknowledge, agree, and otherwise warranty that at no time will I allege or otherwise contend that the execution of this Acknowledgment created a contract of employment between myself and the Agency, whether express or implied in nature.

Signature

Date