

## **PROGRAM MANAGER SPECIAL NEEDS QUALIFICATIONS AND JOB DESCRIPTION**

### **POSITION SUMMARY:**

The Special Needs Program Manager maintains an overview of several programs, providing support and leadership to the Program Supervisors and their staff. The Manager is responsible for the overall supervision, development and administration of the programs, including staff recruitment and orientation, community networking with referring agencies, attendance at agency supervisory meetings, monitoring of all reporting and statistics and completion of annual reports. The Manager ensures that program outcomes, according to the written service contract, are achieved. The Manager shall monitor the resources required to fulfill agency and program commitments.

### **HOURS:**

The Manager of Autism Programs will work 40 hours per week, Monday to Friday and will be available on-call evenings and weekends.

### **QUALIFICATIONS:**

- Education: B.A. in a related field plus 3 years of direct supervisory experience providing autism services.
- Education and training in Autism Spectrum Disorder.
- Experience and training in behaviour modification/management and intervention practices.
- Experience and training with the ability to implement life skills and community based programming.
- Experience and training in social development and family support.
- Must demonstrate experience with supervision, program management and development
- Must demonstrate experience with staff recruitment, hiring and training
- Must demonstrate clear, direct and sensitive verbal and written communication skills
- Must demonstrate experience liaising with community resources and multi-disciplinary professionals.
- Must own a vehicle, hold a valid B.C. Driver's License and have business insurance with \$3, 000, 000.00 liability.
- Must complete an acceptable Criminal Record Search report.
- Must hold a current First Aid and CPR certificate.
- Must hold a current CPI certificate.

### **SKILLS:**

- Good written communication skills, computer literacy.
- Open verbal communication; ability to give and receive critical feedback.
- Commitment to the best interests of clients; best practice; agency growth and development.
- Demonstrated ability to train both in individual and group environments.

- Demonstrated ability to build rapport quickly.
- General management and time management skills.
- Demonstrated ability to creatively solve problems.
- Demonstrated ability to be flexible in approaches.
- Demonstrated ability to work independently and as a part of a cross-discipline and multi-jurisdictional team.

## **JOB DESCRIPTION:**

### **Human Relations Management**

1. Effectively communicate with staff team and supervisors program vision and expectations in reference to case assignment, case file management, reporting, discharge and transition, and follow-up procedures
2. Identify staffing needs and strategize to build capacity
3. Recruit and build teams
4. Develop individuals and support their growth in assigned role
5. Manage conflict
6. Evaluate and give effective feedback

### **Open Systems Management**

1. Manage community relationships and problem solve with proactive approach
2. Identifies new opportunities and implement directives that support program area growth
3. Communicate vision/values to stakeholders
4. Maintain knowledge of all relevant services and programs
5. Keep informed of all current trends and issues

### **Internal Process Management**

1. Measure and highlight program performance monthly, quarterly and annually
2. Analyze data and make appropriate program recommendations
3. Support and implement new projects
4. Translate and support each program area's directives
5. Ensure each program maintains/meets contractual expectations
6. Attend and contribute to management meetings and agency initiatives
7. Manage leaves to ensure seamless service
8. Report to Director of Special Needs

### **Rational Goal Management**

1. Provide service/treatment direction and overview service planning within each program area
2. Provide crisis management support as required
3. Integrate umbrella of programs' goals
4. Delegate and direct supervisors/senior staff
5. Manage financial resources

**REPORTING/SUPERVISION EXPECTATIONS:**

The Program Manager Special Needs reports to the Director of Special Needs.

By signing this document and initialling the first page, I affirm that I have accepted the Qualifications and Job Description for Program Manager of Autism Services.

**Name:** \_\_\_\_\_  
Please Print

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Employee**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**For Hollyburn Family Services**