

POSITION TITLE: DESIGNATED MANAGER

REPORTS TO: EXECUTIVE DIRECTOR

STATUS: EXEMPT

JOB SUMMARY:

The Designated Manager (DM) is responsible for reporting directly to the Executive Director. The Designated Manager manages the contracted program services according to federal and state regulations and the organization's policies and procedures to ensure the quality delivery of services to all individuals served.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Every effort has been made to make this job description as complete as possible, however in no way is it stated or implied that these are the only duties you are required to perform; other related duties necessary to meet the needs of the organization may be assigned to you.

- The Designated Manager is responsible for providing program management and oversight of the services provided by the license holder including:
 - Maintaining a current understanding of the licensing requirements sufficient to ensure compliance throughout the program as identified in 245A.04, subdivision 1, paragraph (e), and when applicable, 256B.04, subdivision 21, paragraph (b).
 - Ensuring the duties of the Designated Coordinator are fulfilled according to 245D.09, subdivision 2.
 - Ensuring the program implements corrective action identified as necessary by the program following review of incident and emergency reports according to 245D.11, subdivision 2, clause (7) including that an internal review has been completed for situations that require one.
 - Evaluation of satisfaction of persons served and/or legal representatives and the case managers, with the service delivery and progress towards accomplishing outcomes identified in 245D.07 and 245D.071, and ensuring and protecting each person's rights as identified in 245D.04.
 - Ensuring staff competency requirements are met according to 245D.09, subdivision 3 and ensuring staff orientation and training is provided according to the requirements in 245D.09, subdivisions 4, 4a, and 5.
 - Ensuring corrective action is taken when ordered by the commissioner (DHS) and that the terms and condition of the license and any variances are met.
 - Evaluating the information identified in the previous six points to develop, document, and implement ongoing program improvements.
- Continuously keeps up to date on licensing requirement understanding and implementation per 245A.04, subdivision 1, paragraph (e)
- Implement the policy and procedure on Anti-Fraud.
- Maintains and performs periodic audits of individual's case files in order to ensure accurate documentation of program related delivery of services.

- Maintains record keeping systems, recommends and executes correction plans resulting from citations.
- Maintains professional and influential relationships with support team members and consultants; provides effective recommendations to resolve dissatisfaction with contracted services.
- Makes recommendations about the type and amount of home and community-based services and, in consultation with the legal representatives, coordinates the startup, delivery and continuing schedule of all home and community-based services Trains and supervises Designated Coordinators and ensures the necessary individual served support to achieve the goals of each plan.
- Manages contracted health services for all home and community-based services individual served ensuring effective and timely delivery.
- Monitors on-going performance of all subordinates and completes periodic performance evaluations.
- Processes reports of potential abuse or neglect, if necessary, notifying outside agencies, and participates with internal investigation conducted by the internal investigator.
- Develops professional relationships with case managers, consultants and other members of the support team; maintains knowledge of their satisfaction with services and methods and acts to resolve dissatisfaction.
- Develops and maintains professionally appropriate and therapeutic relationships with individuals served, families of individuals served, support team members and direct service professionals.

FINANCIAL MANAGEMENT:

- Coordinates the expense control, utilization and program related billing of all services.
- Works to schedule the delivery of all contracted services to the proposed limits, subject to the needs of the family and the authorization of the case manager.
- Coordinates the effective completion of time records, billing sheets and produces timely and accurate billings of all collateral and direct services.
- Coordinates the prudent spending and documentation of assigned financial resources within the limits set by the company.
- Documents and accounts for all company and individual served related expenditures according to the prescribed procedures.

LICENSING STANDARDS:

- Maintains all employment standards, required training and licenses.
- Participates in the orientation and ongoing training of the program staff.
- Obtains and demonstrates a working knowledge of program and personnel policies and procedures.
- Attends and participates in a variety of education programs designed to increase knowledge and experience in the field.
- Possess and maintain a valid driver's license and personal vehicle for use in performing work related activities and maintain necessary insurance coverage.

SUPPLEMENTAL JOB DUITES AND RESPONSIBILITIES:

- May perform the duties and functions of other staff.
- Performs other related duties and responsibilities as required or assigned by the Executive Director.
- Maintains confidentiality of all information.

- Ensures that the work environment is safe, harassment and discrimination free. Immediately reports any unsafe work practices or hazards, or discriminating practices observed or suspected.
- Has regular contact with individual served, staff, family members and the general public.
- Is subject to frequent problem-solving activities.
- Agrees at all times to serve as a positive role model for the individual served, staff, and the company as a whole
- Agrees that he/she must conduct him/herself at all times in a professional manner when representing the company, its services, and personnel positively and in a manner that will not be construed as defaming or slandering.
- Agrees to, at all times, treat individual served with dignity and respect in the performance of the duties outlined in this job description.
- Attends relevant training sessions and incorporates pertinent information into the program design.

SKILLS AND KNOWLEDGE:

MINIMUM:

- Three years of supervisory level experience in a program providing direct support services to persons with disabilities or persons age 65 and older.
- In addition, the Designated Manager must meet the standards of a Designated Coordinator and must minimally meet one of the following:
 - a baccalaureate degree in a field related to human services, and one year of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older;
 - an associate degree in a field related to human services, and two years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older;
 - a diploma in a field related to human services from an accredited postsecondary institution and three years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older; or
 - a minimum of 50 hours of education and training related to human services and disabilities; and
 - four years of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older under the supervision of a staff person who meets the qualifications identified in clauses (1) to (3).
- Ability to read, write and speak English at a level that meets the performance requirements; or must be able to communicate in the language spoken by the individual served at a level that meets the performance requirements; whichever is deemed more important by the company.
- Ability to work independently with minimal instruction and make independent decisions when circumstances warrant such action.
- Ability to meet licensing requirements of the state and applicable county.
- Ability to maintain good employee relations and morale.
- Willingness to take initiative and adapt to circumstances.
- Ability to follow daily routines while allowing for flexibility and planning creative alternatives.
- Ability to implement any therapeutic interventions as required.

- Ability to work in a variety of settings and with a variety of level of personal care needs without direct supervision.
- Ability to effectively use a computer and software, calculator, household appliances, smoke alarms, etc. with training.
- Ability to accept and incorporate new methods into existing practices.

WORKING CONDITIONS:

- Is subject to frequent interruptions, imposed deadlines and frequent problem solving activities.
- May be subject to hostile and emotionally upset individuals served, staff, family members, visitors, and personnel from other agencies.
- May be exposed to a variety of conditions, infectious diseases, odors, dust, etc. throughout the working hours.
- Regularly travels in the community, drives a vehicle and transports individuals served and will be asked to use own vehicle (with paid mileage).
- Is subject to flexible hours, including split shifts or varied days and times including mornings, afternoons, and evenings, holidays, weekends and overnights depending on coverage needs.
- Works in a variety of settings inside and outside the program site and throughout the community.
- Work locations may vary according to the needs of the company and staffing requirements. May be assigned to work sites throughout the various counties contracted for services with the company, including reassignment to a different shift when the scheduled shift has been cancelled.
- May be subject to physically aggressive individuals served and may be required to participate in a manual restraint.
- May be exposed to animals, including but not limited to dogs, cats, pet rodents, birds or pet reptiles.
- Is subject to a dress code of business casual dress during working hours.

PHYSICAL DEMANDS

- Sits, stands, walks, bends and moves intermittently during working hours.
- Lifting/transferring requirements vary based on assigned caseload.
- Ability to master the use of all physical intervention and assistance techniques necessary to meet the needs of assigned individual served.
- Must possess sight/hearing senses or use prosthetic services that will enable these senses to function adequately.
- Ability to move intermittently throughout the work day.
- Possess good health and demonstrate emotional stability.

I have read the above job description and fully understand the requirements set forth. I accept the position of DESIGNATED MANAGER and agree to abide by the requirements set forth. I will perform all duties and responsibilities to the best of my ability.

(Designated Manager)

(Date)

(Executive Director)

(Date)