

POSITION TITLE: Program Manager
CLASSIFICATION: Non-exempt, Onsite
RESPONSIBLE TO: Executive Director
ANNUAL SALARY: \$60,000

SUMMARY

We are looking for an organized and dedicated Program Manager to lead our client service programs, including the Social Club and Day Program. The ideal candidate will be responsible for supervising staff and volunteers, managing service delivery for the Villa de Vida housing development, and fostering a supportive community environment. This role involves direct client service, program coordination, and quality assessment.

IMMEDIATE RESPONSIBILITIES:

- Direct delivery of services to clients and management of Social Club, Day Program, Tailored Day Services and other activities;
- Maintenance of service programming for housing development, Villa de Vida, Poway;
- Understanding of current programs in the area and creation of a services directory;
- Supervise Resident Support Coordinator and Activities Coordinator and all support staff as well as any and all on-site volunteers, report to Executive Director;
- Assist residents with accessing proper support and transportation to help access services in the greater community;
- Monitor and assess the quality and effectiveness of services and supports received through an ongoing review process;
- Participate in case reviews and property management meetings with Resident Support Coordinator;
- Plan and host community-building activities and other enrichment activities;
- Manage data collection, surveys, file keeping and reporting as required by funding and/or government agencies;
- Attend meetings, conference and trainings as assigned;
- Other duties as assigned.

EDUCATION & EXPERIENCE:

- Must have an Associate's Degree in one of the included or related areas: Nursing, Education/Special Education, Social Services, Behavioral or Rehabilitative Science,
- **(4) four-years minimum** of direct professional experience in working with persons with disabilities, primarily with persons with intellectual and/or developmental disabilities;
- OR a Bachelor's Degree in the aforementioned areas **plus two-year minimum** of direct professional experience in working with persons with disabilities, primarily with

persons with intellectual and/or developmental disabilities. Experience can be substituted for required college on a year-for-year basis.

- Must have at least two-years' experience in a supervisory capacity in field of disability services or related field.

KNOWLEDGE & ABILITIES

- Must demonstrate expertise in creating/implementing best practices service delivery systems regarding employment and supportive housing services to persons with intellectual/developmental disabilities.
- Must demonstrate effective understanding of case management skills and knowledge of referral services (i.e., government benefits, agencies, and services) available for persons with disabilities.
- Must demonstrate knowledge of low-income housing requirements and rules.
- Must demonstrate a capacity for developing, monitoring and evaluating measurable support plans. Support plans need to comply with quality assurance as well as state and organizational standards.
- Must demonstrate a capacity for creating and using assessment tools (formal and informal) and analyzing results.
- Must have experience and knowledge in human resource allocation, leadership, and coordination of people and resources.
- Must have excellent interpersonal relationship skills and experience in working with families, consumers, public and private entities, and volunteers. Must develop effective working partnerships with religious, educational and community groups and institutions.
- Must have excellent leadership skills (i.e., utilizes effective leadership techniques, effective conflict resolution skills, excellent written and verbal communication skills, team management skills, organizational skills, etc.).
- Must have in-depth knowledge of disability accommodations and adaptations, and disability advocacy
- Must be able to work collaboratively with others in a team environment, respecting and

valuing the perspectives and contributions of others.

- Must function effectively in an environment with diverse cultures, multiple perspectives and competing needs.
- Must be an active member of the site team, working collaboratively with the manager and other site staff to meet property needs and resolve resident problems.
- Must be willing to acquire California Chauffer's license and have good driving record, along with automobile liability insurance as required by California Statutes.
- Must be able to pass CFS and Basic First Aid Certification & Certification in AIDS 101.
- Must report child, dependent adult and elder abuse and neglect according to state law.

REQUIRED

- Computer skills and proficiency in Microsoft Office and Adobe.
- Must have valid California Driver's license.
- Employment background check.
- Criminal background check.

HOW TO APPLY

Email resume and cover letter to info@villadevida.org.