

## UNITED COMMUNITY OPTIONS MIAMI

### EMPLOYEE JOB DESCRIPTION

NAME: \_\_\_\_\_

DEPARTMENT: GOLDEN GLADES

POSITION: PROGRAM MANAGER

DATE EMPLOYED: \_\_\_\_\_

### Specific Duties & Responsibilities

#### P.O./P.R. Ordering

1. Receives inventory from Housekeeping, Educational, Physical Therapy and Administrative Dept Head's by the Beginning of every month. Orders via Purchase Orders and Purchase Requisitions.
2. Coordinates & updates employee personnel file paper work as required by the Human Resource Dept
3. Follow up with shifts supervisor with notices sent for employees regarding physicals, PPD's, driver license, Professional license, CPR, HIPPA, Zero Tolerance, etc. Send to HR Dept. Keep copies at Golden Glades & keeps a tracking system.
4. Keeps personnel file in order and up-dated for all employees.
5. Types all memorandums, meeting notes, thank you notes, donation letters, etc. in a timely manner.
6. Screen incoming calls in a professional matter and takes accurate messages.
7. Maintains calendars:
  - a) In-service Meetings and Scheduling
  - b) Nursing School Scheduling
  - c) Educational classes for staff
  - d) Appointment Scheduling
  - e) Respiratory Infection Control Schedule
8. **Outside Landscaping**  
Ensure the up keep of outside landscaping and vegetable garden at the facility.
9. Update Changes in Kronos for all shift and on-call staff. Replace employee sign-in sheets every week on Fridays (the last day of the pay period) and place in Director's mailbox.
- A). Picks up checks from main center and distributes pay check to employees on Monday.
10. Fills out required Social Security forms, Progress Notes, field trip forms, Independent Living forms etc. return to Guardians, TLA, Parents, and Support Coordinators.
11. Ensure the maintenance, warranties and services of all office equipment and household appliances(copy machine, fax machine shredders, printers, computers, phones, Microwaves, Filters for water fountains, 3 refrigerators, 2 dryer, 2 washing machine, generator, 5 Air Conditioning units, AC filters, Hoyer Lifts, Electrical beds/remotes, wheelchairs, etc.).
12. Acts as a liaison between the directors and staff vendors outside agencies and community.
13. Service as a Coordinator of Administrative Services in the absence of the Director.
14. Ensures confidentiality of all staff, children and adult records. Following HIPPA regulations.
15. **Petty Cash**
  - a) Distributes petty cash to individuals always using vouchers forms.
  - b) Maintains appropriate documentation and receipts for accounting.
16. **Client Trust Funds**
  - a) Distribute petty cash to individuals always use voucher forms. Assesses balances before distributing CTF to individuals.
  - b) Tally up all receipts, cash and submit to Director for review to submit to accounting Department for reimbursement of cash used.
17. Participates and facilitates new staff orientation using orientation format and Policy & procedures of the facility.
  - A) Organizes orientation files and literature/ takes pictures for file.
  - B). Gives tours to visitors that come to the facility and orientates nursing schools on a daily basis that train at the GG facility.
18. **Billing on the 5<sup>th</sup> of each month: Submit to main center**
  - A). Completes daily attendance for Res. Hab. & submit to Director on a weekly basis for approval.
  - b). Ensure transportation documentation is being completed by staff and approval by Director. Makes copies of transportation logs.
  - c) Review all Monthly Service Logs for signatures and check marks.

- d) Review all fact sheets for clients.
- e) Type all Respiratory Summary Notes.
- f) Type all Monthly progress Notes.
- g) Respiratory Therapy Billing.
- h) Classroom attendance.

### **Specific Duties & Responsibilities**

- 23. Completes weekly work schedule for staff and finds appropriate coverage when staff calls-in. Completes weekly staff assignments sheets for each shift at the facility. Post on lounge board.
- 24. Respiratory Duties:
  - a). Respiratory Evaluation, Medicaid Physician Prescriptions, Resp. evaluation every 6 months to be signed by the Doctor.
- 25. Completing applications for new respiratory staff to apply for Medicaid numbers and NPI numbers for Respiratory billing. In addition, to writing letters to go along with the application process.
- 26. Fax orders for each client consumables to Alliance Home Care for delivery on Thursday.
- 27. Oversees all new and broken equipment for Respiratory Department. Keeps track of all equipment each client receives and documents serial numbers for all equipment. Fax UIR's to Alliance Home Care for broken equipment.

#### **MEDICAL DUTIES:**

- 1. Handling and screening all calls for Nurse's Station/Group Home.
- 2. Completes all filing and copies for nursing services.
- 3. Completes copy center order forms for 50 or more.
- 4. Assess all forms in file cabinet weekly in nursing station for copies or changes that may need to be made.
- 5. File on a timely basis (monthly progress notes, children's lab work, cont. feeding logs, general care sheets, BM's, weight charts, vitals, nursing notes, therapy positioning schedules, MAR sheets, PRN's 1 & 2, Nursing Kardex, Vent flow sheets, Resp. Flow sheets, OT/PT, Client Kardex, Transportation, Service Logs physicals & consultations etc.).
- 6. Update monthly appointment calendar, nursing plans LMN's, Behavior Programs current and referral forms.
- 7. Types Doctor Medical Orders, Respiratory Monthly Summaries, Respiratory Monthly Kardex, Client Cars Kardex, Prescriptions, checking of all initial in MAR book, and ensure all documentation on all shifts is filled out correctly.
- 8. Handles all the ordering of clients who have Medicare thru appropriate company assigned.
- 9. Maintains:
  - a. In-service books
  - b. All binders in nurses station in clean and working order.
- 10. Maintains appointment book, referral book daily by calling and making appointments with requested Specialist. Schedules and confirms all medical appointments for children/adult's. Maintains timely filing of all forms belonging in:
  - a. Medical chart (lab work, medical consent forms, physicals, consultation & X-rays)
  - b. Nursing charts
  - c. Therapy charts
  - d. DCF/Educational Chart
- 11. Maintains current emergency 911 forms & hospital admission forms weekly.
- 12. Reports all needed and necessary office supplies and cleaning supplies every month.
- 13. Makes copies and distributes fact sheet to Director. Place copies in appropriate places.
- 14. Orders monthly metal plates for Employee of the Month and Employee of the Quarter.
- 15. Ensures all visitors sign the guest book.
- 16. Ensure all prescriptions are faxed to appropriate companies
- 17. Updates telephone list monthly.
- 18. Change Policy & Procedures within Group Home on daily basis.
- 19. Participate & Ensure all Fire Drills are completed monthly. And yellow/red drills for MDPS for classroom.
- 20. Walk through home daily to ensure the upkeep of the facility.
- 21. Make arrangements as needed for client's in the event of demise, unless otherwise instructed by family & Pick up ashes
- 22. Prepare for annual DCF/APD/Delmarva Licensing Review by preparing all files.
- 23. Ensure all licensing for Group Home is current.
- 24. Document on employee Performance sheets on a weekly basis for all staff.
- 25. Make sure Group Home has extra gloves, wipes etc. weekly.
- 26. Coordinates with the HR Department during open enrollment of Health Insurance, ensuring all staff have filled out individual Insurance Packets and return to HR Dept. by the due date.

#### **CLASSROOM DUTIES**

- 1. Assist Educational Coordinator/Lead Trainer with report cards, progress notes and writing/typing Individual monthly objective sheets which include specific individual procedures, in different areas of study.
- 2. Schedule and arrange specific field trips through STS that benefit the child/adult (educationally and socially).socially
- 3. Set-up IEP meeting and Support Plan Meeting as needed with Director and Support Coordinators/Guardians/Parents.

#### **MIDDLE & END OF THE YEAR DUTIES**

- 1. Completes thinning out all charts at the end of year.
- 2. Gather all clients' files and prepare for document bank storage.
- 3. Prepare for Hurricane Season. Ensure Group home has shutters, screws and Generator is working correctly.

Completes Hurricane shopping, update Hurricane Manual for group home, Make sure all supplies are available, Types letters to all parents, support coordinators and guardians etc.

## **SPECIFIC DUTIES & RESPONSIBILITIES**

Job Title: **PROGRAM MANAGER**

Supervisor: DIRECTOR OF C.R.S.

Dept/Div.: GOLDEN GLADES/DIV. 131

Administrative Salaried Exempt

### **SUPERVISOR'S DUTIES & RESPONSIBILITIES**

1. Acts as a role model (what & how you do things).
2. Is a good listener.
3. Ensures Home is secure & all doors are locked.
4. Gives staff the opportunity to speak/listens to their opinions.
5. Highly ethical in all situations.
6. Impacts and develops change in a positive manner.
7. Delegates and monitors tasks and responsibilities in a reasonable manner.
8. Manages stress and tension effectively.
9. Provides opportunities for staff to learn through In-services, videos, and trainings for more knowledge and promotion with the assistance of the Director.
10. Utilizes motivational techniques through signs throughout facility, awards and merits.
11. Creates and develops opportunities for success and recognizes that success through EOM, EOQ and EOY.
12. Written communication is clear, well written and logical.
13. Keep people informed using various effective means of communication.
14. Plans and leads effective meetings on a consistent basis.
15. Uses effective problem-solving techniques.
16. Addresses personnel related problems calmly and by not taking things personally.
17. Utilizes progressive disciplinary action.
18. Maintains effective supervisor's notes, materials & insures staff is informed on changes within; via monthly meetings.
19. Maintains annual vacation calendar & monitors usage of vacation.
20. Ensure Performance Evaluations are completed utilizing performance Logs, Merit & Counseling Statements, comparison to previous evaluations, soliciting input from peers & individuals served, & from supervisor's rating sheet.
21. Insures performance evaluations are thorough, complete and that the review is effective.
22. Insures applicant interviewing is effective thorough & legal by observing staff & acting as a role model when director isn't available.
23. Updates job descriptions as job duties and responsibilities change for staff.
24. Follows Team Pledge.

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### Computer Related Duties and Responsibilities ---Self Assessment

**The purpose of this section is to act as a reminder of UCO's policies that will maximize effectiveness and efficiency of employee's computer and UCO's network. Following these guidelines will protect the valuable information in our computers and save time and resources for you and the IT department. Identify items that need to be a Goal(s) and indicate if you need training.**

1 Electronic media is not be used for discriminatory, harassing or obscene communications, personal gain, advancement of individual opinions, or for any other purpose which is illegal or against agency policy or UCO's interest.

2) Employee does not...

- Transmit, retrieve, download or store derogatory, offensive, defamatory, etc. messages or images.
- Make threatening or harassing statements to another employee, client or outside party.
- Transmit, retrieve, download or store messages relating to Equal Opportunity protected categories (race, sex, etc.).
- Send or receive copyrighted or confidential materials without prior authorization.
- Solicit personal business opportunities or personal advertising.
- Gamble, monitor sports score or play electronic games.
- Use a code, access a file, retrieve stored information or disseminate information unless authorized to do so
- Upon termination, no employee shall remove any software or data from agency computers.

3) Employees does...

- Utilize the TCG Helpdesk helpdesk@ucpsouthflorida.org or call 1-866-950-9870 for assistance
- Check their e-mail at least twice each work day.
- Utilize encryption software to send protected messages
- Properly log-off their computers at the end of their shift, unless instructed otherwise.

4) The standard best practices below are observed and practiced:

- Protect system by not opening unsolicited emails or downloading freeware or listening to or downloading streaming video
- Review junk email daily or at least weekly in order to "unjunk" emails or move to in box that you want keep
- Protect confidential and information by saving to H drive personal user file and not C drive
- Purge files in H drive personal user file and emails periodically to save space;
- Use scan feature and printing to copy machine if available
- Internet use—plan sessions to be as efficient as possible and closes site when leaving the computer
- Restrict internet usage to visiting sites that are related to official work and or work related professional interests; doesn't use internet for personal business, use streaming banners, listen to iTunes, Limewire, or other music and file sharing websites; access Youtube, Facebook or My Space, play games
- Keep computer equipment clean and protected from damage
- Do not download or install any type of software without prior authorization from the IT Department. This includes desk top screen savers.
- If you suspect you have a virus or malware, turn off your computer and notify the IT Department immediately.
- Do not share or leave passwords that can be easily found by others and lock work station
- Do not disconnect or move your computer without prior authorization from the IT Department.
- Lock workstation (Alt-Control-Delete) when you step away from your computer to prevent unauthorized access. Do NOT turn off your system at the end of the day, lock and leave running
- Use standardized email signature format for emails (name, title, corporation name, program name or department (optional address, phone number, fax number, confidentiality statement); don't use personalized backgrounds, pictures, quotes, etc.

5) All UCO computers, e-mail and Internet access are the agency's property to be used solely for agency business. All software, data collected and data created is also agency property

6) UCO reserves the right to monitor and review all information created and/or communicated by its employees via electronic media; copy and/or disclose any information in our system to law enforcement officials or other third parties

7) Violations of this policy may result in disciplinary action up to and including termination.

8) Employees may be subject to criminal prosecution and/or substantial monetary penalties for violations of this policy. UCO reserves the right to change this policy at any time.

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## VII. **QUALIFICATIONS:** (Education/Experience/Licenses/Personal Characteristics)

**Exempt (SALARIED)**

### EXECUTIVE ASST/PROGRAM MANAGER - GG (POSITION)

1. Bachelor's degree or 10+ years of administrative experience
2. Experience working with computers
3. Good organizational, follow-up, verbal and supervisory skills
4. Knowledge of medical terminology
5. Ability to work independently
6. Experience with purchasing, payroll and petty cash

## **JOB DESCRIPTION COMMITMENT:**

- A. I have read and am fully aware of all the responsibilities indicated in this position description, and I acknowledge the fact that I will be held accountable for insuring that all duties are carried out as deemed appropriate. The job description reflects the general details considered necessary to describe the principal functions of the job. It should not be construed as a complete description of all the work requirements that may be inherent to the job.
- B. As an employee of United Community Options, I understand that I am required to report to work (before, during and after) a period of civil unrest or natural disaster in accordance with the agency emergency procedures.
- C. As an employee of United Community Options, I am aware of and committed to a Drug Free Workplace.
- D. As an employee of United Community Options, I am aware of the reasonable risk of exposure and of the probability of exposure to bloodborne pathogens relative to my specific job duties. I have been trained on the use, purpose and location of personal protective equipment (PPE) and may use additional PPE as I wish.
- E. As an employee of United Community Options, I understand I am required to comply with all safety and health related policies.

## **SIGNATURES: Sign and Date at review meeting.**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date