JOB DESCRIPTION
INTELLECTUAL/DEVELOPMENTAL DISABILITIES SERVICES MANAGER
Department of Behavioral Healthcare Services

GENERAL STATEMENT OF JOB
Under general supervision, plans, develops, administers and evaluates all Intellectual Disability/Developmental Disability programs and services to include: Case Management Program, SHOP Day Support Program, Part C Program, Medicaid Waiver Services, OBRA, and Intellectual/Developmental Disability support services. Ensures all Intellectual/Developmental Disability services and programs are in compliance with federal, state, local regulations, policies and procedures. Reports to the Director of Behavioral Healthcare Services.

SPECIFIC DUTIES AND RESPONSIBILITIES
ESSENTIAL JOB FUNCTIONS
Supervises, directs and manages the activities of the Department’s Intellectual/Developmental Disability programs and services, ensuring licensure, and evaluation standards compliance.

Assesses, develops and completes planning for Intellectual/Developmental Disability services through analyzing needs, current and future demands for services, available resources and suggestions from staff, clients, families and the general public.

Develops services based on need and identifies and recommends funding allocations accordingly.

Prepares, reviews and manages annual budgets for Intellectual/Developmental Disability programs and facilities. Monitors expenditures and revenues and adjusts spending and allocations as necessary.

Initiates, reviews and approves recommendations pertaining to all phases of clinical treatment, staffing, physical environment, and administrative management of Intellectual/Developmental Disability programs and facilities.

Serves as the Department’s liaison to federal, state and local agencies, community organizations and individuals on all Intellectual/Developmental Disability services and operations.

Participates in the development of statewide polices impacting Intellectual/Developmental Disability services.

Develops and maintains effective intra/interagency relationships to ensure effective coordination and provision of Intellectual Disability programs and services.

Interprets and ensures compliance with program licensure, funding regulations and evaluation standards through program policy and procedure development and review, record audits and supervision of Program Administrators and other supervisory personnel.

Monitors each program’s medical records audit process. Develops compliance plans for DBHDS, Licensure, Medicaid and Part C audits.

Performs a variety of administrative duties associated with supervising staff, to include interviewing, instructing, assigning, appraising and disciplining.

Develops, directs and/or coordinates the application process for grants.
Provides Intellectual/Developmental Disability related training, consultation, education and technical assistance to the staff and the community.

Attends seminars, training, conferences and meetings to maintain current knowledge of issues, trends and developments in the field of Intellectual/Developmental Disability services.

Performs a variety of administrative duties pertaining to the management of Intellectual/Developmental Disability services, to include assisting in the preparation of State performance contracts, federal compliance reports and fiscal, personnel and other administrative documents.

Coordinates procurement of facilities for program services; and authors, maintains and monitors compliance with contracts and agreements for the provision of or purchase of services and supplies.

Serves on a variety of committees, councils, task forces, etc., providing input based on Intellectual/Developmental Disability expertise and observations; representing the Department; obtaining information, and coordinating program and service efforts as appropriate.

Ensures Medicaid Waiver Waitlist and Waiver Slot Allocation Process are in compliance with DBHDS and Medicaid regulations. Acts as IDOLS and SIS Database Administrator.

Monitors to ensure that the IDOLS database is updated and maintained and ISARS are initiated and tracked. Monitors to ensure the SIS evaluations are coordinated and the SIS database is maintained. Monitors to ensure the Part C ITOTs database is maintained in compliance with DBHDS contract requirements.

Ensures preparation and submission of Part C contact reports. Ensures assignment of OBRA assessments as required.

Monitors and tracks to ensure that OBRA provider services are identified and provided. Monitors and tracks provider submission for OBRA payments.

Monitors and verifies that provider reimbursement payments are within funding limits. Develops and monitors contracts. Develops RFP's for services, monitors DBHDS CCS3 reporting program and staff performance standards.

**ADDITIONAL JOB FUNCTIONS**

Performs a variety of administrative and office support functions as needed: scheduling, preparing reports and documentation, distributing information to persons, etc.

Performs other related work as required.

**MINIMUM TRAINING AND EXPERIENCE**

Master’s degree in special education, psychology, social work or a related human service field preferred. Requires 6 to 9 years of progressively responsible experience involving a combination of clinical and administrative work within the Intellectual/Developmental Disability services field and supervision of professional staff; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

**SPECIAL REQUIREMENTS**

An acceptable general background check to include a local, state, and federal criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

Subject to pre-employment substance abuse testing.
MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Requires the ability to exert up to 25 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are those for Sedentary Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving instructions, assignments and directions to co-workers or assistants, as well as receiving information and assignments from supervisor.

Language Ability: Requires the ability to read program and policy manuals, human services journals, financial and budget documents and statements, regulatory documents, performance contracts, regulations and licensure documents, and other administrative references. Must be able to prepare correspondence, annual reports, diagrams, plans and goals, policy statements, and budget and administrative documentation using prescribed formats and conforming to all rules of punctuation, grammar, diction and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems; to deal with nonverbal symbolism in its most difficult phases; to deal with a variety of abstract and concrete variables; to comprehend the most abstruse classes of concepts.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently using standard English and using administrative, behavioral, and Intellectual Disability terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas. Must be able to add, subtract, multiply, and divide; to determine percentages; to calculate interest, profit and loss, proportions, etc.; and to perform calculations involving variables, formulas, square roots and polynomials.

Numerical Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using a variety of office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, such as office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under high levels of stress and when confronted with persons acting under stress (emergency situations).

Physical Communication: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear). Must be able to communicate via telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Has considerable knowledge of the theory, principles, regulations/codes and methodologies of planning, managing, evaluating and ensuring compliance of Intellectual/Developmental Disability programs and services. Has considerable knowledge of the administrative policies and procedures of public administration, and considerable knowledge of managing to budget, personnel and resource utilization and procurement. Is able to plan and manage Intellectual/Developmental Disability services, activities, and programs; to plan and manage the work of staff; to develop plans to meet program goals. Is able to plan and allocate resources in order to provide effective and responsive programs and services. Is able to understand and interpret oral and written instructions. Is able to establish and maintain effective working relationships as necessitated by work assignments.
**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all departments, co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under 'Specific Duties and Responsibilities'.

**Dependability:** Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, policies, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and adheres to policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

**Judgment:** Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Researches problems, situations and alternatives before exercising judgment. Seeks expert advice as appropriate.

**Cooperation:** Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences is justified i.e., poor communications, variance with policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

**Relationships with Others:** Shares knowledge with supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department employees and managers in other departments, to project a good departmental image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the City. Emphasizes the importance of maintaining a positive image within the City. Interacts effectively with fellow employees, Executive Director, professionals and the general public.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establish a personal schedule accordingly. Attends meetings, planning sessions and discussions of time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings and deadlines.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the City and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**Planning:** Plans, directs and uses information effectively in order to enhance activities and production of the department. Knows and understands the expectations of the City regarding the activities of the department and works to see that these expectations are met. Designs and formulates ways, means and timing to achieve the goals and objectives of the department and the City. Within the constraints of City policy, formulates the appropriate strategy and tactics for achieving departmental and City objectives. Organizes, arranges and allocates manpower, financial and other designated resources in an efficient and effective way so as to achieve the goals and objectives of the department and City.

**Organizing:** Organizes work and that of subordinate staff well. Ensures that staff members know what results are expected of them and that they are regularly and appropriately informed of all City and department matters affecting them and/or concern to them.

**Staffing:** Works with other City officials and management to select and recommend employment of personnel for the department who are qualified both technically and philosophically to meet the needs of the department and
City. Personally directs the development and training of department personnel in order to ensure that they are properly inducted, oriented and trained.

**Leading:** Provides a work environment, which encourages clear and open communications. Have a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to staff so that they know whether their performance levels are satisfactory. Commends and rewards employees for outstanding performance yet does not hesitate to take disciplinary action when necessary. Exercises enthusiasm in influencing and guiding others toward the achievement of City goals and objectives.

**Controlling:** Provides a work environment, which is orderly and controlled. Coordinates, audits and controls manpower and financial resources efficiently and effectively. Coordinates, audits and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of City standards, methods and procedures.

**Delegating:** Assigns additional duties to staff as necessary and/or appropriate in order to meet department goals, enhance staff abilities, build confidence on the job and assist staff members in personal growth. Has confidence in staff to meet new or additional expectations.

**Decision-Making:** Uses discretion and judgment in developing and implementing courses of action affecting the department. When a particular policy, procedure or strategy does not appear to be achieving the desired result, moves decisively and definitively to develop and implement alternatives.

**Creativity:** Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of the department and City. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change.

**Human Relations:** Strives to develop and maintain good rapport with all staff members. Listens to and considers suggestions and complaints and responds appropriately. Maintains the respect and loyalty of staff.

**Policy Implementation:** Has a clear and comprehensive understanding of City policies regarding the department and City function. Adheres to those policies in the discharge of duties and responsibilities and ensures the same from subordinate staff.

**Policy Formulation:** Keeps abreast of changes in operating philosophies and policies of the City and continually reviews department policies in order to ensure that any changes in City philosophy or practice are appropriately incorporated. Also understands the relationship between operating policies and practices and department morale and performance. Works to see that established policies enhance same. Write policies and procedures for existing and developing programs.