

Program Support Manager

REPORTS TO: Executive Director

LOCATION: Loveland and Fort Collins Offices

EMPLOYEE STATUS: Full-Time; Exempt

SALARY RANGE \$50,000- \$55,000 Annually

SUMMARY:

As a Center for Independent Living (CIL), DRS is mandated to provide 5 Core Services: Independent Living (IL) Skills Training, Peer Support, Individual and Systems Advocacy, Information and Referral, and Youth and Nursing Home Transitions. These Core Services are delivered through a series of programs referred to as Independent Living programs.

The Program Manager is responsible for the overall provision, coordination, and evaluation of IL programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Gain an understanding of IL Philosophy, DRS's mission/vision, and have a working knowledge of Title 7 Rules & Regulations for IL and understand the services IL provides.
- Work with the Executive Director to develop a strategic plan that includes timelines and strategies to ensure DRS is providing quality services and completing the goals of the organization.
- Oversee the daily function of the IL programs to include staff management, orientation/training of new employees, and facilitate the ongoing training to ensure IL staff have the information they need to fulfill their job duties. Complete annual performance evaluations, implement and monitor staff goals, as well as assist in the process of developing job descriptions, and provide general staff support as needed.
- Familiar with all IL programs so that there are no lapses in consumer services if any staff member leaves.
- Ensure excellent customer service for the agency by assisting staff and consumers as needed with services and resources and responding to customer and community feedback.

- Have a strong working knowledge of the CilsFirst or comparable database; manage service documentation and quantitative reporting for grant reports, Board reports, and other reporting as necessary.
- Interact and speak effectively with State and Community entities for networking purposes, advocacy, program quality, and general center promotion.
- Hold regularly scheduled staff meetings to maintain communication with IL staff and build and maintain a strong IL team.
- Travel as needed for trainings, conferences, outreach events, and meetings.
- Ensure reporting for all grants and contracts are completed and submitted in a timely manner.
- Work with staff to ensure all grant-funded programs are meeting the goals and objectives as outlined in the grants and contracts.
- Provides some grant writing
- Give input to the Executive Director and the Accounting Manager in the development of the annual budget.
- Provide communication on IL updates (including staffing, grants, and projects).
- Ensure staff turn in accurate timesheets.
- Maintains confidentiality within the confines of HIPAA regulations and completes required HIPAA trainings.
- Provide backup for the Executive Director, other Executive Team members, and direct reports as needed.
- Performs other related duties and responsibilities as deemed necessary.

QUALIFICATIONS:

A Bachelor's Degree in human/social services, nonprofit management, or other pertinent degree. Relevant work experience may be substituted for the educational requirement on a year-for-year basis. Additional qualifications include:

- Three years' leadership/managerial experience to include experience managing programs and supervision of staff.
- Experience working with people with disabilities.
- The ability to work independently.

- Self-motivated and flexible.
- Strong decision-making and problem-solving skills.
- Able to complete tasks in an organized and punctual manner.
- Set clear expectations, responsibilities, and goals with staff.
- Excellent interpersonal, listening, and communication skills, including public speaking.
- Proficiency with MS Word, Excel and Office.
- Current driver's license, insurance, clean driving record, and reliable transportation.
- Must successfully pass background check.

PREFERRED QUALIFICATIONS:

- Personal experience with a disability.
- Familiarity with Independent Living Philosophies and best practices in the IL community.

PHYSICAL/ENVIRONMENTAL REQUIREMENTS:

- Must be able to work between Fort Collins and Loveland locations.
- May be asked to do local/regional travel in various weather conditions; must have reliable transportation.

TO APPLY: Please email cover letter, resume and 3 references to: Denise Meyer, Executive Director at denise.m@drsnoco.org

DRS is an Equal Opportunity Employer

EQUAL EMPLOYMENT OPPORTUNITY: Disabled Resource Services is dedicated to the principles of Equal Employment Opportunity. We prohibit unlawful discrimination against applicants or employees on the basis of age 40 and over, race, gender or gender ID, sexual orientation, color, religion, national origin, disability, military status, marital status, genetic information, or any other status protected by applicable federal, state or local law.

Reasonable accommodations may be made to empower a qualified candidate with a disability to perform the essential functions of the job.

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