

HOPE SERVICES

Job Description

5/07 rev.

Position: Manager, Service Center**Classification:** Exempt**Salary Grade:** 10**Status:** Non-Bargaining**Purpose:**

Manages the full functions of a service center, providing multiple services to consumers at multiple locations. Supervision and staff development, program planning, and implementation to meet agency, program and consumer goals. Develop community awareness and facilitate inclusion of persons with disabilities into the community. Provides budget development, fiscal management, and grant management.

Principle Responsibilities:

The following responsibilities represent the essential functions of the position. An employee in this classification is responsible for carrying out the following functions:

1. Provide leadership in program and business development. Write service designs, make recommendations for new businesses, programs and services.
2. Develop and manage departmental budgets for assigned services or programs. Monitor and analyze monthly reports of income and expense to assure targets are maintained.
3. Oversee all personnel actions including hiring, evaluation, training, discipline and terminations. Provide training, development, and orientation of staff.
4. Oversee and assure quality of service and business operations of home department as well as external business operations as assigned or developed in service center jurisdiction. Manage special projects.
5. Develop and maintain external relationships with funders, families and other agencies/businesses. Conduct tours and perform presentations as needed.
6. Attend management, board and committee meetings, directs regular departmental staff meetings. May lead Agency wide task force or special projects.
7. Assures compliance with Agency policies and procedures, and Agency wide safety programs. Leads the implementation of the program safety program.
8. Acts as a resource for other programs/departments, staff and the community in area of concentration and /or expertise.
9. Develops program manuals, brochures and publications.
10. Provides direct service in program operations as needed to assure adequate staffing ratios.

11. Acts as a mandated abuse reporter.
12. Performs other duties as assigned to assure efficiency of program.

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Minimum Qualifications:

Bachelors Degree in human services plus four years of supervisory experience working with people with disabilities in a rehabilitation environment, or an approved equivalent combination of experience and education.

Some positions may require specific credentials, certification and/or license.

Reports To: District Director

Supervisory Responsibility: yes

Required knowledge, Skills and Abilities:

1. Proficiency in MS Word, Excel, database and spreadsheet
2. Ability to communicate effectively, both verbal and in writing, and provide excellent customer service.
3. Ability to provide leadership, guidance and direction toward program and agency goals and vision, and facilitate quality delivery of services and products to a wide range of internals and external customers.
4. Knowledge of the principles of management, supervision, planning, fiscal management, fair employment practices, regulations, safety, health and client rights
5. Knowledge of relevant legislation and regulations.
6. Knowledge of rehabilitation and program development, relevant legislation, rules and regulations.
7. Ability to work independently and as a team member, relate to individuals with disabilities and their families, represent HOPE in the social, business and community environment in which the agency functions.

Environmental Conditions:

An enclosed office environment. Considerable amount of time spent sitting, using a computer station, periods of intense concentration, using the telephone, paperwork. Time spent in

meetings, travel to various work site locations throughout three counties. Some exposure to outdoor weather conditions.

Positions connected to a production environment are also exposed to times of fast paced activity, loud noise and to dust and airborne particles.