



DISABILITY
COMMUNITY
RESOURCE
CENTER

EMPLOYMENT OPPORTUNITY

POSITION TITLE: Program Manager- Independent Living

CLASSIFICATION: Exempt

REPORTS TO: Executive Director

SUMMARY:

The Program Manager of Independent Living Programs (Program Manager) is responsible for the management of the Independent Living programs at DCRC. The Program Manager will be in charge of administration all aspects of the programs and supervision of staff in meeting monthly, quarterly and annual deliverables. The Program Manager will be a member of the DCRC management team and is expected to work cohesively to achieve DCRC's strategic and program goals.

ESSENTIAL FUNCTIONS:

General Functions:

- Conduct individual monthly or biweekly supervision meetings with assigned DCRC staff to provide support and feedback on performance. Review, correct and monitor the timely submission of all administrative documents and processes (timesheets, requests for time off, etc.) for compliance with DCRC policies and procedures.
- Conduct quarterly unit meetings, monthly staffing and supervision of Member Service Records (MSRs).
- Conduct annual staff performance evaluations and provide ongoing feedback to employees.
- Ensure that policies and practices are followed for the programs by DCRC staff and those programs and services meet outcome expectations, troubleshoot and implement corrective strategies, as needed. Resolve and address member and staff complaints, troubleshoot and implement corrective strategies, as needed.
- Coordinate with the Quality Assurance and Compliance Manager for the collection and input of all program data to measure ongoing program effectiveness and impact. Review data on a monthly, quarterly and annual basis to develop solutions and strategies to meet grant goals. Produce reports as requested, and support the timely submission of all required reports and supporting materials.
- Conduct program and progress report evaluations to determine areas of potential improvement or policy and/or practice change. Ensure program meets member outcome, safety, quality, and financial goals and objectives.
- Coordinate and maintain ongoing quarterly outreach activities by assigned DCRC staff to the DCRC community about DCRC programs and services.
- Participate in DCRC management meetings, including meetings which focus on analyzing the programs' current and projected outcomes, quality, and financial goals and objectives.

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12901 Venice Boulevard, Los Angeles, California 90066

(310) 390-3611 Voice ☎ (310) 398-9204 TTY ☎ (888) 851-9245 Toll-Free

- Provide ongoing supervision of DCRC staff in the completion and timely submission of Community Outreach Services (COS) forms. Review and, when necessary, correct COS forms, on a daily to weekly basis.
- Participate in monthly DCRC board meetings, as needed.
- Carry out all other duties as assigned.

COMPETENCIES:

Knowledge of:

- Varying degrees and types of disabilities.
- Grant writing, implementation, data collection and reporting.
- Supervisory and effective personnel management skills.
- Organizations and services available to people with disabilities.
- Understanding of the Independent Living philosophy.
- Methods of data collection.

Skilled in:

- Program management and improvement.
- Self-motivation with good verbal, written and organizational skills.
- Resolving problem situations and technical issues by providing effective solutions.
- Relating to and communicating with people with disabilities and their circles of support.
- Oversight of a large number of member files.

Ability to:

- Analyze data and formulate successful solutions.
- Understand the sensitivity to the needs of persons with disabilities and diverse populations.
- Travel to meetings, trainings and satellite offices, as needed.
- Conduct intake and assessments of all members seeking Independent Living services, on an as needed basis.
- Read and understand rules, policies and procedures.
- Use good judgment, discretion, and maintain confidentiality.
- Identify, facilitate and provide staff training.
- Work well under pressure.

SUPERVISORY RESPONSIBILITIES:

The Program Manager will provide direct supervision and support for staff working on the Independent Living Programs and other staff, as needed. The Program Manager will effectively coach a team of assigned DCRC staff to align resources and programs to meet program and grant compliance goals.

POSITION TYPE/HOURS OF WORK:

This is a full-time supervisory position that reports to the Executive Director and is a part of the management team at DCRC. The Program Manager is expected to work the typical work week at DCRC- 40 hours a week with an unpaid hour reserved for lunch.

EDUCATION AND EXPERIENCE:

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- B.A., B.S. degree or equivalent in human services or related field or significant work experience with disability issues or program and service delivery to people with disabilities in a nonprofit setting.
- Three to five years of supervisory and management experience of a team of employees, preferably in a nonprofit agency working with people with disabilities or related services and significant experience with disability issues.

PREFERRED EXPERIENCE (but not required to be considered for an interview):

- Bilingual: Spanish, American Sign Language or an Asian language.
- Experience in programs and services for people with disabilities and/or older adults living in Los Angeles County.

AAP/EEO STATEMENT:

The Disability Community Resource Center is an equal opportunity/affirmative action employer. People with disabilities, females, minorities and elderly persons are encouraged to apply for employment.

DISCLAIMER:

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other activities, duties and/or responsibilities may change or be assigned at any time with or without notice.

HOW TO APPLY:

To be considered for this position, applicants MUST submit the following:

1. DCRC employment forms located at: www.dcrc.co/about-us/jobs/
2. Resume.
3. Cover Letter which addresses: 1) your personal and professional motivation for seeking this position and; 2) a discussion of how you meet each of the minimum and any of the desirable qualifications for this position.
4. A writing sample of 3 to 5 pages demonstrating your ability to analyze problems and teach concepts related to advocacy for people with disabilities (e.g., letters, training materials, etc.).

How to Submit Your Application:

- Email applicant packet to: anastasia@dcrc.co
- Fax applicant packet to: (310) 390-4906
- Drop off applicant packet to: 12901 Venice Blvd, LA, CA (310) 390-3611

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