

**Shore Community Services, Inc.****Job Description****Job Title:**

Senior Manager of Home-Based and Supportive Services/QIDP

**Department:** Home-Based Services

**Position Type:** Full-Time

**Shift/Hours:** Varies/Schedule based on program needs

**Status:** Exempt

**Reports to:** Chief Program Officer

**Supervises**

Self-Directed Assistant/QIDP – SDA

Personal Support Worker while supporting individuals in Home Based Support Services Program and SLA Townhomes

**General Description:**

Shore Community Services seeks a dedicated Senior Manager of Home-Based Services/QIDP to join our team. This role is responsible for the development of comprehensive services that support individuals in achieving their personal outcomes, coordination of services, overseeing the implementation of Service Agreements, and providing general case management to ensure that individuals with intellectual and physical disabilities in our services attain their personal goals. Additionally, the role will have supervisory responsibilities, including supervising other SDAs, and will be expected to increase the caseload through outreach efforts and promoting services to individual service coordination agencies.

**General Description**

- A. Ensures effective program supervision, staff management, quality assurance, and strategic program expansion to meet organizational goals.
- B. Performs Self Directed Assistant duties for Home-Based Support Services.
- C. Acts as QIDP for SLA Townhome individuals.
- D. Implements general responsibilities.

**Qualifications – Education or Equivalent**

Bachelor's Degree in a related human service field

**Qualifications – Experience or Equivalent**

Minimum of five-year full-time professional experience with persons with intellectual and other developmental disabilities. Should be experienced in the dynamics of individual and group behavior.

**Qualifications – Abilities**

Collects data, recalls facts, develops, analyzes, evaluates, recommends and implements plans.

**Qualifications – Skills**

English reading/verbal/writing skills, math, computer literacy, organizational, leadership, driving.

**Qualifications - Physical Requirements**

Sits, bends, lifts, pushes, independent mobility.

**Qualifications – Licenses / Certifications**

State of Illinois QIDP.

Valid driver's license and automobile liability insurance.

**Special Equipment / Clothing**

Professional attire.

Access to vehicle.

Closed toe shoes when at programs serving individuals.

**Essential Duties**

- A. Ensures effective program supervision, staff management, quality assurance, and strategic program expansion to meet organizational goals.
  1. Program Supervision:
    - a. Develop and implement goals aligned with strategic plans for program growth.
    - b. Provide overall supervision and direction for program activities.
    - c. Allocate resources effectively to support program operations.
    - d. Foster positive relationships with stakeholders.
    - e. Monitor program effectiveness and identify areas for improvement.
  2. Staff Supervision:
    - a. Participate in staff recruitment, selection, and hiring.
    - b. Provide ongoing training and professional development.
    - c. Conduct regular performance evaluations and provide feedback.
    - d. Complete payroll via Paylocity System.
    - e. Address staff conflicts promptly and promote a positive work environment.
    - f. Foster teamwork and collaboration among staff members.
  3. Quality Assurance:
    - a. Develop and maintain compliance policies and procedures.
    - b. Monitor program quality through audits and client satisfaction surveys.
    - c. Identify opportunities for improvement based on data analysis and stakeholder feedback.
    - d. Manage risks to program integrity and ensure compliance with regulations.
    - e. Ensure program compliance with all relevant laws and contractual obligations.
  4. Program Expansion:
    - a. Participate in outreach activities to increase caseload.
    - b. Develop an internal referral protocol for programs and services at Shore.
    - c. Cultivate relationships with potential partners and funders.
    - d. Prepare and submit proposals for new initiatives and funding opportunities.
    - e. Develop implementation plans for new program initiatives.
    - f. Monitor progress and adjust strategies to ensure success.
- B. Performs Self Directed Assistant duties for Home-Based Support Services.
  1. Participate in the application and intake process.

2. Ensures that the central case record is maintained in an accurate, complete, organized and secure condition.
3. Act as a liaison for persons served to assist in obtaining services needed and facilitating communication between team members, staff, administration, parents/guardians, and other agencies as well as for referral, linkage, and follow-up with other individuals and organizations.
4. Explains persons served rights, upon entry and annually thereafter and documents the completion of the task in the person's served record.
5. Ensures assessments are completed on persons served as needed.
6. Writes Implementation Strategies in accordance with outcomes developed in the Personal Plan.
7. Writes monthly progress notes.
8. Ensures persons served are assisted in obtaining and maintaining their benefits which may include arranging and accompanying individuals served to appointments.
9. Provides individual services and problem-solving assistance, including crisis intervention, as needed.
10. Communicates with ACES\$ regarding services and billing.
11. Presents cases to the Human Rights Committee as assigned.
12. Serves as an appropriate role model.

C. Acts as QIDP for SLA Townhome individuals.

1. Encourages SLA Townhome individuals to:
  - enhance communication skills,
  - increase independence.
  - assist in daily routines,
  - increase community involvement,
  - increase vocational opportunities,
  - identify strategies to increase positive behaviors.

D. Implements general responsibilities.

1. Assist in carrying out program philosophy in the supervision of daily programming activities.
2. Prepares Service Authorizations and monthly hour allocations for families.
3. Prepares attendance and billing documents for services rendered.
4. Prepares reports on caseload as needed.
5. Coordinates and works with visitors from outside agencies and individuals including conducting tours.
6. Assist in conducting service meetings for parents/guardians.
7. Prepares and distributes appropriate literature, and written communication concerning the program to parents/guardians and other interested parties.
8. Attends transition fairs, outreach and networking events, as needed.
9. Coordinates with the CPO and the Bookkeeper to track and submit billing to the State for all SDA hours conducted.
10. Maintains compliance with all government rules and regulations.
11. Maintains compliance with the Organization's rules, policies, plans, guidelines, and procedures.
12. Maintains confidentiality of persons served and advocates for the rights of persons served.
13. Emphasizes safety rules and procedures including Universal Precautions.
14. Recommends risk prevention strategies.

- 15. Reports suspected or known misconduct, including fraud, abuse, or waste by staff or volunteers in accordance with Corporate Compliance requirements.
- 16. Reports suspected abuse, neglect, or financial exploitation of persons served in required timelines.
- 17. Participates in training to maintain and upgrade skills.
- 18. Maintains organized, clean, functional workspace and equipment.
- 19. Serves on internal/external committees or represents Division or Organization at meetings as assigned.
- 20. Substitutes for other staff as needed or as assigned.

**Non-Essential Duties**

Medium to heavy lifting or carrying of materials and equipment.

*This job description may be modified at any time at the discretion of the agency. This is not intended to be a complete listing of all responsibilities and duties of this position, but rather a representative sample of the work to be done.*

*DS 10/1/2018, 2/16/2019, 2/26/2019, 9/25/2019, 2/17/2020, 1/11/2021, NM 3/28/24*

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Signature

Date Signed