

June 2015

Position Title: Regional Manager

Department: Adult & Children's Services Colorado Springs

Supervisory Functions: Oversees employees in Adult & Children's Programs

Position Status: Non Exempt

Apply: Email resume and cover letter to mary.anaya@rup.org

Website: www.rup.org

Supervised By: Executive Director

Job Summary: This person will be responsible for ensuring that all services are operated in compliance with regulatory requirements. Duties include overseeing and monitoring person centered service delivery and programmatic process. Assists with staff development, Personal Needs Funds monitoring and other duties assigned by the Executive Director. Provides supervision and support for Program Directors in Colorado Springs.

Duties and Responsibilities:

- Upholds the mission, values, policies and procedures of Roundup Fellowship.
- Oversees the quality of programmatic, health and habilitative services by ensuring that the needs of people served are met and personalized services and necessary supports are provided.
- Coordinates repairs and maintenance.
- Establishes and maintains open communication with staff, as well as people served and their families/guardians.
- Provides monthly supervision to Program Directors and provides feedback and counseling. Writes Performance Reviews for Program Directors. Holds a monthly staff meeting with Program Directors and Counselor 3's.
- Monitors the quality of all treatment plans and the services and supports delivered including unannounced visits.
- Updates Quality Assurance Policies and Procedures.
- Conducts site visits of all services, maintains records of all surveys and ensures that all plans of correction and follow-up to surveys are completed.
- Assist Colorado Springs programs for licensing survey preparedness. Participate in licensing inspection and reviews.
- Tracks survey results from all sources, including Child Care Licensing, Department of Health and Environment, agency self surveys, or others. Aggregate this information and issue periodic reports regarding service quality.
- Designs and monitors plans of correction to ensure their effectiveness.
- Ensures monthly documentation is obtained for programming follow-up.
- Maintains financial, client and budgetary records in accordance with State and Roundup requirements.
- Within established guidelines, makes independent decisions regarding planning, organizing, scheduling work and shifting priorities as needed.
- Ensures timely reports
- Completes consistent & factual documentation of all paperwork. Drafts correspondence in the form of letters and memos, and meeting notes.
- Handles emergency situations effectively while following established procedures to include direct support at the group homes.
- Provides direction, support, and role modeling to staff members.
- Provides oversight to Program Directors on Employee counseling and terminations.

- Conducts exit interviews with staff that are leaving.
- Provides oversight to Program Directors on payroll and timesheets
- Performs other duties as assigned by supervisor.

Required Knowledge, Skills and Abilities:

- Minimum age of 21.
- Bachelor's degree in Human Services area and three years experience in human services, one of which has to be in a supervisory position **OR** a master's degree and two years experience in human services, one of which has to be in a supervisory position. MSW preferred.
- Experience working with and knowledge of the Colorado Child Care Licensing, Division for Intellectual and Developmental Disabilities, preferred.
- Ability to read, write, and speak the English language for required paperwork, testing, and professional communication.
- Ability to understand and use appropriate grammar and vocabulary and communicate effectively, appropriately and professionally in Standard English, both verbally and in writing.
- Ability to complete and maintain all organization orientation/training requirements, necessary certifications and driving requirements.
- Ability to operate a computer utilizing Microsoft Office.
- Colorado Driver's license.
- Satisfactory CBI/FBI record check and Trails Database check.
- Regularly attends all scheduled work shifts and required meetings, and is punctual and reliable.
- Ability to do simple math calculations and analyze data.
- Must be able to resolve problems, handle conflict, and make effective decisions under pressure while dealing with a variety of emotions and frustrations. Deal with stress and stressful situations in an effective, productive manner.
- Requires scheduling flexibility.
- Ability to work as a team leader.
- Ability to communicate effectively with respect and tact in order to give, receive, and analyze information, formulate plans, prepare materials.
- Ability to organize and work on multiple projects at one time and time manage all required tasks. Detail oriented. Prioritizes and performs multiple tasks and meets deadlines.
- Work with minimal supervision and recognize situations where assistance is needed.
- Promote and maintain appropriate professional and ethical relationships in accordance with policies, rules and regulations.

Physical and Mental Demands:

- Requires a normal range of physical strength, endurance, and mobility. Requires normal range of hearing and vision.
- Requires mental flexibility, emotional stability, personal maturity, and creativity in dealing with difficult situations.

Salary: \$15.00 - \$20.00 per hour + benefits at 3 months

Reviewed by: _____

Date: _____