

Program Manager – Day Program

DEPARTMENT: House of Welcome Adult Day Services

REPORTS TO: Director, House of Welcome Adult Day Services

FLSA STATUS: Exempt

LOCATION: Northfield, IL

PT/FT: Full-time

SUMMARY: The **Program Manager** provides overall supervision and support for all day program activities and program staff. This includes monitoring the care and safety of program participants, physically assisting them with activities of daily living, monitoring their whereabouts and needs and monitoring the environment. The position directly supervises five staff members, indirectly provides feedback to all program staff and works as part of the department management team.

As part of North Shore Senior Center, House of Welcome Adult Day Services (HOW) provides specialized programs to support people living with cognitive impairment and their family members. The day program is a social model dementia specialty day program that offers participants structured, therapeutic group activities in a comfortable homelike setting.

DUTIES AND RESPONSIBILITIES:

- Responsible for day-to-day program management of day program for people living with dementia, including overseeing program participants, staff and volunteers.
- Monitors participant health/medical status and needs, and communicates with family members and HOW team regarding these issues.
- Responsible for care and safety of program participants, physically assisting them with activities of daily living, monitoring their whereabouts and needs, and monitoring the environment.
- Orients, trains and supervises direct reports and assists in orienting, training and supervision of all department staff.
- Supervises staff, students and volunteers.
- Responsible for recordkeeping.
- Communicates regularly and effectively with HOW team and works effectively as a team member.
- Provides backup as needed for day program staff, including facilitating activities.
- Meets with direct reports on a weekly basis to provide clinical supervision, consultation, and feedback.
- Reviews case records to ensure compliance with policies and procedures for the department.
- As part of the HOW management team, assists Director with program management and development.
- Demonstrates knowledge of Alzheimer's disease and other dementias.
- Demonstrates proficiency in person-centered dementia care.
- Attends staff meetings.
- Performs other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises 5 employees within the House of Welcome Adult Day Services department.
- Indirectly supervises 6 other employees within the House of Welcome Adult Day Services department.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

- Master's Degree (MA) in social work or counseling
- Certificates, licenses and registrations required: Licensed Clinical Social Worker (LCSW) or Licensed Clinical Professional Counselor (LCPC); current CPR/AED and First Aid certifications
- At least 5 years clinical experience with older adults
- At least 3 years supervisory experience
- Computer skills required: Microsoft Office Suite; ability to quickly learn internal proprietary database
- Other skills required:
 - Skills and experience in working with persons with cognitive impairment
 - Experience with providing excellent person-centered dementia care
 - Knowledge of the aging process and chronic disorders, including Alzheimer's disease and other dementias
 - Maturity, reliability, flexibility
 - Ability to work on a multidisciplinary team in a high stress and fast-paced group setting
 - Ability to multitask
 - Management skills

To be considered for this position, please send your resume and salary requirements to hr@nssc.org.

EEO: North Shore Senior Center is an equal opportunity employer; applicants are considered for all positions without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), marital status, parental status, national origin, age, disability, veteran status, genetic information, or any other status protected by applicable federal, state or local law.