



Job Description

Program/Depart	Autism Resource Center (ARC)	
Job Title	ARC Program Manager	
Reports to	Options and Advocacy Executive Director	
Supervises	ARC Staff (5 FTE) and Bilingual Liaison (1 FTE)	
Eligible For:	Type of position:	Hours <u>37.50</u> / week
<input checked="" type="checkbox"/> Medical, Dental, Vision, Life Insurance, Cell phone stipend, mileage reimbursement <i>O&A has fewer than 50 employees and is therefore not required by Federal law to offer benefits under the Family Medical Leave Act (FMLA)</i> <input checked="" type="checkbox"/> Paid Time Off (vacation, sick, personal leave, jury duty, bereavement and holiday)	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt (overtime must be approved in advance) <i>Illinois law requires that if an employee works 7 ½ consecutive hours or more, he must be given a meal break no later than the end of the 5th hour of at least 20 minutes. To deduct it as non working it must be at least 30 minutes in length.</i>

Job Summary

Under the supervision of the Executive Director, the Autism Resource Center Program Manager will supervise all Autism Resource Center (ARC) staff and manage the day-to-day operations for ARC. The Program Manager serves as assistant to the agency Privacy Officer, implementing and monitoring HIPAA compliance within the ARC Program and has access to all protected health information (PHI) within the Autism Resource Center Program. Program Manager ensures the integrity of the ARC program through the development and implementation of quality assurance activities and strict adherence to professional best practices, the McHenry County Mental Health Board (MHB) reporting expectations, and agency policies and procedures. Program Manager is responsible for the sustainability of the Autism Resource Center through the active participation in community groups and dissemination of awareness materials through presentations and networking. The Program Manager is responsible for the completion of all required functions under the MHB. The Program Manager is responsible for the planning and facilitation of team meetings, team (client) consultations, and individual reflective supervision. The Program Manager is expected to have strong leadership qualities in addition to management experience. The ARC Program Manager will serve as a back-up to all staff and may have significant travel throughout McHenry County, with periodic out-of-county meetings and trainings. The ARC Program Manager works alongside the Executive Director and agency leadership team to: assess the needs of the community, develop internal policies and procedures, and grow the ARC program based upon identified agency/program strategic goals.

This is a grant funded position, the duties and/or requirements of the position may be modified as required by the funding source.

Work Hours: 37.5 hours per week (1.0 FTE); Occasional night and/or weekend work

Essential Functions

- Hire, supervise and oversee the training of ARC staff

- Coordinate with the Intake Coordinator, Lead Family Educator and Lead Educational Advocate to monitor and assign clients.
- Support all team members with professional development areas of growth
- Complete all mandated Mental Health Board Reporting
- Facilitate development of monthly program reports for the Options and Advocacy Board of Directors
- Complete annual evaluation of program staff; develop performance improvement plans as needed.
- Coordinate, plan and facilitate community education opportunities for the MHB Network, local school districts, first responders, local business owners and other residents of McHenry County
- Actively participate in the identification and submission of grant applications
- Identify existing local services and resources to address system needs and develop strategies to address gaps in services as identified in the needs assessments.
- Develop positive relations and collaborate with community partners to improve upon needed systematic changes.
- Serve as the primary liaison between ARC Staff and other Options & Advocacy Programs.
- Comply with the Health Insurance Portability and Accountability Act (HIPAA) regulations of this agency.
- Establish and maintain cooperative relationships with all McHenry County Behavioral Health Care Network Agencies, social service providers, and the greater community at large.
- Assist in the creation and monitoring of the ARC budget.
- Participate on the agency administrative leadership team.
- Participate in local or statewide task forces as assigned by the Executive Director
- Serve as back-up for ARC Team Members to convene and facilitate Individualized Service Plan (ISP) meetings/expectations.
- Ability to learn and consistently use an electronic database for all aspects of ARC data entry.
- Maintain accurate and timely entries into client physical and electronic files.
- Maintain client records in compliance with agency and funder requirements.
- Ability to effectively utilize Microsoft office programs, including Outlook, Word, Excel, and Teams.
- Maintain strict confidentiality in all aspects of work, including but not limited to computer/laptop security, conversations regarding clients, and client file security. Strict adherence to Options & Advocacy computer, electronic and confidentiality policies.
- Provide accurate accounting of time and expenses.
- Actively participate in quality improvement processes as applicable to the position
- Understand and support agency Diversity, Equity, & Inclusion beliefs; Cultural Humility Plan; and Equity Policy
- Understand and support the mission, vision and values of Options and Advocacy

Organizational Relationships

Supervised by: Options and Advocacy Executive Director

Supervises: All ARC Staff including: 2 Family Educators, 2 Educational Advocates, Intake Coordinator, and Bilingual Liaison

Co-Support: Agency Interns

Internal: All departmental personnel that are employed by Options and Advocacy

External: Clients, families, general public, regulatory and licensing agencies, county, state and federal representatives, and all organizations that interact with Options and Advocacy

Professional Background and Experience

Education

Minimum of a bachelor's degree in a related Human Services field; master's degree preferred.

Experience

- Knowledge and understanding of evidence based best practices to support individuals who have autism.
- Knowledge and understanding of social vs. medical models.
- One year of specialized training or experience in the field of developmental disabilities preferred.
- Minimum of five years of experience working directly with individuals who have an autism diagnosis and/or their families.
- Successful completion of a criminal background check, including but not limited to: fingerprinting, the Child Abuse and Neglect Tracking system (CANTS) and state police background check

Skills and Capabilities

- Ability to work cooperatively within a multi-disciplinary, multi-agency team approach that also includes staff, parents, schools, and other community members and agencies
- Ability to communicate clearly, both orally and in writing
- Knowledge and understanding of home visiting practices, working with families/family culture, autism, trauma-informed care.
- Ability to work independently, maintaining accurate accounting of caseload and meeting requirements for each family; programmatic data points; quality assurance measures (ie. Quarterly file reviews)
- Ability to understand, interpret and explain a complex state system of rules, principles and guidelines and ensure that all aspects of those rules are integrated into your work.
- Excellent organizational skills
- Knowledge of early child development and the ability to recognize atypical development
- Possess a strong commitment to child and family centered services and excellent communication skills, including the ability to use conflict resolution techniques.
- Come alongside others within the organization to create healthy, trauma-informed, safe, and inclusive workspaces.
- Ability to make and maintain personal work schedules using Outlook to accurately identify schedule and locations of meetings to ensure the completion of work as well as the safety of all employees.
- Possess a valid driver's license and follow safe driving techniques.
- Possess regular access to a working vehicle
- Provide certificate of automobile insurance per policy

Physical Abilities

- Ability to read, write and communicate effectively in English
- Bilingual Spanish preferred
- Ability to lift and/or move at least 10 pounds using proper body mechanics
- Ability to visit clients in their homes, including but not limited to:
 - Climbing up and down stairs
 - Getting up and down from the floor (meetings often occur while sitting on the floor)
 - Ability to work in a variety of home environments, including those with pets.
- Visual acuity to read a computer screen and other documents
- Ability to utilize the telephone and respond to callers

Additional Duties

- Understand the social/emotional component and actively participate and apply reflective practices both internally and externally
- Identify and/or develop training protocols for staff to ensure that they have the necessary tools and knowledge to complete their jobs
- Ensure compliance with MHB and agency expectations.

- Function as client advocate while empowering families to assume that role.
- Coordinate referral process within or outside the agency, in line with individual's needs.
- Meet regularly with administrative team to ensure timely and consistent referrals to Child & Family Connections, Helping Us Grow, the Neuro Inclusive Counseling clinic and other agency programs to ensure the success of this process.
- Responsible for overall program performance in areas including but not limited to: intake process, family education, educational advocacy, support groups, skills-based groups, community education; MHB Identified domains: Knowledge & Resiliency
- Establish and maintain cooperative working relationships with all McHenry County Behavioral Healthcare Network Agencies, specialized service providing agencies, and local school districts.
- Participate in agency informational, planning and management meetings
- Participate in local or statewide task forces as assigned by the Executive Director
- Attend in-service events to maintain and enhance skills
- Actively support agency events

By signing below, I acknowledge that I have received and reviewed this document.

Original Annual Review Other Review

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____

If Original:
Effective Date: _____

If Revised:
Proposed Effective Date: _____
Approved Effective Date: _____