

# PENQUIS

## Job Description

**Job Title:** MeCAP Program Manager  
**Supervisor:** MeCAP Executive Director  
**FLSA Status:** Exempt

### **Job Summary:**

You work in concert with the Executive Director and a team of colleagues to support the department, integrating a group of programs or activities into a single service delivery system. You are responsible for meeting all assigned contract requirements and performance standards (State, Federal and local), accomplishing this by monitoring and providing technical assistance to assigned departmental staff and activities. You are an advocate for individuals and/or families who are involved in the department's system of service delivery. You are responsible for management of a Program(s) within the organization; as well as for direct service as applicable. (Program specific functions and qualifications are delineated in a separate list and are included here by reference.) You supervise staff; operate within established contracts and budgets; participate in the planning process for the Department; and represent the best interests of the Department and the Agency.

### **Desired results:**

1. Staff within the Department have the support and supervision needed to assure the delivery of uniform, high quality services which enhance the lives of clients.
2. Assigned program(s) and services operate within regulatory and budgetary guidelines.
3. Clients receive quality services delivered in a timely and efficient fashion.
4. Quality staff are provided the best possible work environment.
5. Community awareness and support of MeCAP is enhanced.
6. Program needs and resources are appropriately matched.

### **Essential Functions:**

1. Integrate departmental activities and share responsibilities for staff and community participation in the development and implementation of departmental services.
  - a) Assist in the handling of communications related to assigned services.
  - b) Build and maintain a unified MeCAP presence.
    1. Initiate and maintain relationships with all MeCAP constituencies.
    2. Assist in fostering a public policy environment favorable to MeCAP.
    3. Bring about increasingly interactive and coordinated service delivery between -MeCAP departments and programs.
  - c) Participate in public relations activities
2. Meet responsibilities for assigned program(s), contract(s) and clients including all work plans, regulations and funding source requirements.

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3. Attend regularly scheduled meetings with Executive Director and other managers to receive and provide updates, address needs, and plan.
4. Assist in the development and implementation of strategic planning to assure community involvement in the planning for services and positive public relations.
5. Monitor operations:
  - a) Track department/assigned programs for progress against work plan projections and grant/contract terms and conditions.
    - 1) Monitor performance, and propose needed changes to comply with contract and funding requirements.
      - i. Assess compliance with contract standards; oversee the coordination and implementation of all program components.
      - ii. Develop and maintain adequate reporting systems which assure contract compliance.
      - iii. Implement and monitor established agency financial and procurement policies.
      - iv. Maintain adequate and accurate documentation.
6. Assure the timely submission of accurate and complete reports as required.
7. Manage assigned personnel:
  - a) Implement MeCAP policies and procedures:
    - 1) Routine direct involvement in all recruiting, hiring, orienting, evaluation, and disciplining of assigned staff.
    - 2) Help develop/update job descriptions.
    - 3) Develop and implement training and skills acquisition opportunities for staff.
    - 4) Provide routine consultation and assistance to department staff.
    - 5) Facilitate regular staff meetings in assigned Program(s) to provide an opportunity for staff to learn from one another, give and receive updates, and gain information.
    - 6) Provide regular and ongoing supervision to staff based on contract requirements which addresses their training needs, case management issues, documentation of services, and continued professional growth.
    - 7) Provide ongoing staff performance evaluation, including regular supervisory meetings and annual written performance evaluation which includes merit increase recommendations.
    - 8) Assess the training needs of staff within the Program(s) and provide affordable training opportunities.
8. Attend local, statewide and national meetings and conferences which relate to this work.
9. Provide and review customer satisfaction surveys.
10. Participate in agency wide collaborations.

### **Additional Functions:**

1. Perform other related activities, as required, to assure program/department success.

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### Responsibility for Safety and Health:

Every employee is responsible for safety and the prevention of accidents and injuries. Successful job performance depends on attention to safety issues.

### Physical Requirements:

#### Physical Abilities

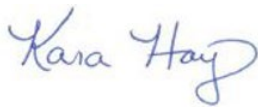
Bending	O	Sitting	F	<i>N (Not Applicable)</i>
Carrying	O	Standing	O	<i>O (Occasionally) up to 2 hours per day</i>
Driving	F	Talking	F	<i>F (Frequently) 2-6 hours per day</i>
Handling	F	Walking	O	<i>C (Constantly) over 6 hours per day</i>
Hearing	C	<u>Lift/Carry</u>		
Keyboarding	F	20 lbs or less	O	
Kneeling	O	<u>Push/Pull</u>		
Reaching	F	12 lbs or less	O	

### Required Qualifications:\*

1. Bachelor's degree in Health, Social Work, or related field with 3-5 years paid work experience which includes direct service and staff supervision.
2. Excellent written and verbal communication skills.
3. Computer proficiency and experience, including word processing skills.
4. Experience facilitating meetings and training.
5. Upon hire and periodically thereafter, must have background check results that are satisfactory to Penquis and indicate no previous or current record of involvement with child abuse, neglect or exploitation and no disqualifying criminal record or motor vehicle record as outlined in current contract provisions.

### Preferred Qualifications:

1. Master's degree in Health, Social Work or related field.
2. Previous work experience in Community Action.
3. Previous experience in nonprofit management.
4. Experience in budgets and program evaluation.



Approved: \_\_\_\_\_

Kara Hay, Chief Executive Officer

I have reviewed and understand the requirements within this job description.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_