

## **Job Title: Program Manager-GRA**

# Positions: 1

### **Overview:**

Working for Metrocare isn't just a job. It's a career where your skills and passion for delivering quality care make a positive difference to the individuals that we serve.

### **ABOUT METROCARE:**

Metrocare is the largest provider of mental health services in Dallas County, serving more than 57,000 adults and children annually. For more than fifty (50) years, Metrocare has provided an array of services available to people with mental and developmental disabilities. In addition to behavioral health services, Metrocare provides primary care centers for adults and children, accessible pharmacies, housing and supportive social services. Through the Altshuler Center for Education & Research we are advancing mental health beyond Dallas County.

### **GENERAL DESCRIPTION:**

*(The following are types of general tasks to be performed and reasons why the tasks are necessary. Close working relationships with Center personnel and others should also be briefly outlined.)*

Responsible for coordination and direction of the Intellectual and Developmental Disability (IDD) Service Coordination, including operational and administrative responsibilities; service coordinators, and state facility continuity of care, in accordance with operational standards set out by the Chief Operating Officer.

Performs the general tasks of determining results expected; organizing human and material resources to accomplish the results; establishing evaluation, feedback and control processes for determining and improving effectiveness and efficiency; also establishes collaborative working relationships with staff through the Center, as well as the community at large.

### **PURPOSE OF THE JOB:**

To provide effective clinical and managerial leadership for the IDD service coordination unit. To organize, plan and execute service delivery as well as evaluation existing service function for efficiency and quality.

### **Responsibilities:**

**SPECIFIC JOB TASKS:**

*(Included but not limited to :)*

1. Organizes and directs human, and material resources to provide effective and efficient authorization services to the individuals served and their families, as outlined in the Center's mission statement, its policies and procedures, and in accordance with accreditation body standards and the Center's contractual requirements.
2. Conducts regular meetings of unit managers to communicate relevant information about Center's operations and to obtain feedback on performance issues and management concerns.
3. Keeps abreast of current, innovative practices and concepts in the areas of IDD service delivery and managed care.
4. Identifies areas within the Service Coordination units that could benefit from innovation.
5. Assures waiver enrollments comply with guidelines identified within the HHSC/IDD Performance Contract.
6. Assures that the delivery of General Revenue Funded services meet state guidelines.
7. Seeks to enhance revenue sources for non-appropriated funding sources for services provided by Service Authorization units.
8. Compiles, analyzes and disseminates information and data regarding program indicators and progress to unit managers and staff.
9. Provides administrative supervision for the Team Leaders within area of responsibility.
10. Effective in getting ideas accepted and in guiding a group or individual toward accomplishing a desired task.
11. Demonstrates abilities to coach, develop and assist employees to achieve results.
12. Effectively delegates authority and responsibility to subordinates and empowers them to carry out decisions.
13. Assists employees with problems encountered in projects.
14. Guides, motivates, coaches and trains employees.
15. Completes special assignments as requested by the Chief Operation Officer.
16. Participates in facility, department, and agency working groups, as approved by the Chief Operating Officer.
17. Develops and maintains cooperative relationships with agencies, businesses, local and statewide IDD authorities, school districts and other human services agencies with which the Center works.
18. Participates in activities outside the Center that promote advocacy for individuals with IDD.
19. Serves as the Center's Assistant Medicaid Administrative Claiming (MAC) Coordinator

**Qualifications:**

**EDUCATION:**

Master's preferred degree in education, psychology, sociology, or related human services area or Bachelor's degree in human services.

**EXPERIENCE:**

Five years experience in positions that provided extensive knowledge of programs, functions, or organizational structures and operational policies and procedures in the provision of supports and habilitation for persons with intellectual and/or other developmental disabilities. Minimum of three years progressive experience in an administrative, managerial, educational or supervisory capacity. Bilingual preferred.

**SKILLS:**

1. Demonstrate an understanding and familiarity of state and federal regulations, funding source-related standards, and policies/procedures governing the Local Intellectual and Developmental Disability Authority (LIDDA)
2. Demonstrate an understanding of the responsibility of operating a program within all funding source guidelines, rules and policies.
3. Multi-Tasking & Time management skills
4. Employee Supervision & Program Administration

**ABILITIES:**

1. Develop and implement a system for program evaluation.
2. Demonstrate the ability to assess the program patterns of service provision to achieve maximum efficiency.
3. Demonstrate an ability to foster the development of and maintain a productive team.
4. Demonstrate an ability to develop and implement an orientation program for new staff, to support veteran staff, and to support ongoing professional growth and development.
5. Ability to coach, develop and assist staff in achieving results.

Metrocare couldn't have a great employee-first culture without great benefits. That's why we offer a competitive salary, exceptional training and an outstanding benefits package:

- Medical/Dental/Vision
- Paid Leave
- Paid Holidays
- Employee Assistance Program
- Retirement Plan, including employer matching
- Health Savings Account, including employer matching

- Professional Development Allowance
- Bilingual Stipend – up to 6% of the base salary
- Many other benefits Equal Employment Opportunity/Affirmative Action Employer  
Tobacco Free Facilities - Metrocare is committed to promoting the health, well-being and safety of Metrocare team members, guests, and individuals and families we serve while on the facility campuses. Therefore, Metrocare facilities and grounds are tobacco-free.

**No calls from staffing agencies or independent recruiters**