

Program Manager at **UCP of Southern Arizona** in Yuma, Arizona, United States
Job Order #4585474 on azjobconnection.gov
Full Time
Pay rate: \$42,000

Job Description:

- Schedule shifts for clients and staff.
- Work with clients/families/team to develop and regularly update a thorough care plan for the client. This includes developing teaching objectives and strategies when managing clients receiving habilitation services.
- Work direct care shifts as necessary.
- Perform on-call duties, which includes answering phone calls outside of standard office hours and working direct care shifts.
- Document significant conversations, correspondences, etc. with clients, families, DCW's, etc.
- Orient new staff to clients, to include providing a thorough review of the client's care plan.
- Assist with ongoing DCW coaching/training.
- Conduct intakes of new clients.
- Meet with clients/families minimally on a quarterly basis.
- Ensure that all paperwork in client files is detailed, accurate, and updated regularly.
- Attend meetings with coordinators and case managers from contracting agencies (i.e., DDD, PCOA) as needed.
- Review DCW time off requests; authorize, as appropriate; fill openings.
- Document and/or report DCW infractions of UCPSA policies to the Staff Supervisor.
- Conduct investigations and prepare reports regarding client-related incidents.
- Attend weekly department and agency meetings.
- Monitor and update current client authorizations and hours used.
- Review and process progress reports as necessary.
- Provide excellent customer service.

- Maintain positive relationships with co-workers, clients/families and DCW's.
- Assist agency in expanding services and increasing revenue.
- Represent the agency at various community and/or professional events.
- Prepare and update all program related materials.
- Work closely with the accounting department to resolve issues related to payroll and billing.
- Adhere to agency's policies and procedures.
- Comply with standards for specific programs as set forth by state licensing/contractual requirements.
- Maintain client and agency confidentiality at all times.
- Conduct other reasonably-related duties as assigned by the Program Director and/or Regional Director

Job Requirements:

- 18 years of age or older.
- The ability to obtain and maintain a current CPR certification.
- The ability to obtain and maintain a current First Aid certification.
- The ability to obtain and maintain a Level One fingerprint clearance card with no transportation restrictions.
- The ability to pass a DES background check.
- The ability to obtain and maintain T.B. clearance.
- The ability to obtain and maintain a current driver's license.
- The ability to successfully complete AHCCCS mandated training.
- The ability to work in a team environment.
- The ability to handle difficult situations with clients/families.
- The ability to work a flexible schedule.
- The ability to learn and operate UCPSA program software.

- The ability to work independently.
- Own/have regular access to and be able to operate a motor vehicle for the purpose of visiting and transporting clients, attending meetings outside of the office, etc. Proof of current registration and insurance of vehicle must be kept on file with UCPSA.
- At least one year of direct care experience personally or professionally, a degree in a related field, and/or case management experience.
- Bi-lingual in English and Spanish preferred.

How to Apply:

Visit <https://ucpsa.clearcareonline.com/apply/>

Follow the instructions on website, including how to submit an application.