



## Job Description

<b>Position Title:</b>	Client Manager	<b>FLSA Status:</b>	Hourly <input checked="" type="checkbox"/> Exempt <input type="checkbox"/>
<b>Department:</b>		<b>Reports To:</b>	Lead Client Manager/Site Coordinator
<b>Direct Reports:</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
<b>Position Summary:</b>	Responsible for client case management and to coach and train staff in skills necessary to assure clients are successful and independent in the workplace environment.		
<b>Essential Duties:</b>	<p>All duties to be performed according to the established standard and in compliance with all company policies and procedures while maintaining regular, prompt attendance:</p> <ul style="list-style-type: none"> <li>• Conduct/oversee all admission activities, changes in client service needs and discharges in coordination with the Quality Assurance Director and/or Lead Client Manager.</li> <li>• Responsible for the development, management and implementation of each client’s person centered service plans assuring that they include outcome-based goals.</li> <li>• Maintain working knowledge of all client programs and supervisory needs.</li> <li>• Interaction with clients and mentoring of staff that results in: <ul style="list-style-type: none"> <li>○ Independence in all areas of their day</li> <li>○ Healthy social interactions</li> <li>○ Self-regulated behaviors</li> <li>○ Opportunities to use skills in decision making</li> <li>○ Work opportunities to use skills in decision making</li> <li>○ Opportunities for client Self Advocacy</li> <li>○ Continuous use of person-center principles</li> </ul> </li> <li>• Develop positive behavior programs when necessary, consulting and getting approval from your Site Coordinator and/or Lead Client Manager and Mental &amp; Behavior Health Specialist.</li> <li>• Complete all appropriate paper work and reports required by WACOSA policy, licensure and county, CARF and other accrediting bodies.</li> <li>• Maintain positive and ongoing communication as one of WACOSA’s primary contact to interdisciplinary team members.</li> <li>• Perform site visits for persons served who are on individual placement.</li> </ul>		
<b>Other Duties:</b>	<ul style="list-style-type: none"> <li>• Provide consistent presence in the program by providing support, role modeling, and coaching to the Direct Support Professionals (DSPs) to ensure client success.</li> <li>• Conduct mentorship trainings to DSPs as scheduled throughout the year.</li> <li>• Maintain a working knowledge of the DSP job duties and sub on the work floor as needed, including van routes.</li> <li>• Perform other duties within the department or other areas as assigned.</li> </ul>		
<b>Team Member Responsibilities</b>	<ul style="list-style-type: none"> <li>• Work as an active and participatory member of the team using the guiding principles of The WACOSA Way and Top 20.</li> <li>• Support positive team morale by monitoring own behavior, attitudes, and professional communication in daily interactions and in handling of disagreements or concerns.</li> <li>• Maintain positive and open communication with co-workers, supervisors, external customers, volunteers, interdisciplinary team members (IDT), and all others you come in contact whom represent our clients.</li> <li>• Be familiar with and follow all WACOSA policies, procedures and practices while staying in compliance with all certifications, licenses, and accreditations for areas assigned.</li> <li>• Regular and predictable attendance is required in order for WACOSA to ensure staff to client ratios required by licensing. Be punctual and manage your Paid Time Off (PTO) according to established policies.</li> <li>• Provide transportation to clients according to transportation policy and assignment.</li> <li>• Complete all your assigned training sessions by attending in-services, training classes and all other training opportunities within allowed deadlines.</li> <li>• Maintain a clear and safe work environment.</li> </ul>		
<b>Physical Demands:</b>	<p>The tasks of this position generally requires:</p> <ul style="list-style-type: none"> <li>• The ability to talk and hear.</li> <li>• Intermittent bending/twisting/reaching.</li> <li>• Use of hands to finger, handle or feel.</li> </ul>		



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	<ul style="list-style-type: none"> <li>• Ability to stand/walk.</li> <li>• May sit for extended period of time.</li> <li>• Specific vision abilities required include close, distance, &amp; peripheral vision ability, and depth perception.</li> <li>• Must be able to lift, push, pull, or support up to 40 pounds to safely assist adults with disabilities, including implementing behavioral holds on clients as needed.</li> </ul>
<b>Work Environment:</b>	<ul style="list-style-type: none"> <li>• Travel regionally and to work sites to train clients.</li> <li>• Regularly required to work with others.</li> <li>• The noise level is generally moderate.</li> </ul>
<b>Safety and Ergonomic Requirements:</b>	<ul style="list-style-type: none"> <li>• Must practice safe work practices at all times and report any unsafe conditions immediately.</li> <li>• Attend and participate in all required safety trainings.</li> <li>• Follow all personal dress requirements according to the established dress code and safety requirements.</li> </ul>
<b>Qualification Requirements:</b>	<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p><b>Education/Experience</b></p> <ul style="list-style-type: none"> <li>• Bachelor's degree; and 1-2 years' experience working with adults with intellectual disabilities. Vocational setting experience preferred.</li> <li>• QIDP status</li> </ul> <p><b>Language Ability</b></p> <ul style="list-style-type: none"> <li>• Ability to read and interpret documents such as procedure manuals.</li> <li>• Ability to write routine reports and correspondence.</li> <li>• Ability to speak effectively before groups.</li> </ul> <p><b>Math Ability</b></p> <ul style="list-style-type: none"> <li>• Ability to add, subtract multiply, and divide all units of measure, using whole numbers, common fractions and decimals, and compute rate, ratio, and percent.</li> </ul> <p><b>Reasoning Ability</b></p> <ul style="list-style-type: none"> <li>• Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.</li> <li>• Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.</li> </ul> <p><b>Computer Skills</b></p> <ul style="list-style-type: none"> <li>• Working knowledge of the computers required.</li> </ul> <p><b>Certificates, Licenses and Registrations</b></p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> Aid, CPR, CPI and Medication Administration</li> <li>• Ability to pass a Criminal Background Check, and Drug Screen (post offer).</li> </ul>
<b>Signature:</b>	<p><i>My signature below merely acknowledges receipt of this position description. I agree that this position description does not create an employment contract and does not waive the employment-at-will relationship. I acknowledge this description is only a summary or outline of the duties at this time and does not include all the direct and indirect duties that the entire job may entail or the services required. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. Furthermore, I acknowledge that the duties and responsibilities will vary with the needs of the organization, and that I am responsible for the acceptable performance of all the duties and responsibilities, whether assigned, implied, written, unwritten or would be assumed by a responsible person in this position. I also acknowledge that I must continue to meet all the qualifications of the position, stated or unstated, including but not limited to the education, experience, skill, physical, mental and emotional intelligence requirements, necessary to successfully perform all the duties and responsibilities of the position, written or unwritten.</i></p> <p>Employee Signature _____ Date _____</p>