



POSITION DESCRIPTION

Senior and Disability Services Unit Manager

Unit Manager

EMPLOYEE NAME: _____

Position Title: Unit Manager, Senior & Disability Services

Classification/Salary Range: Unit Manager / SDS MgrConf Range 28

Division/Unit: Senior and Disability Services/_____ (Unit Name)

Supervisor: Program Manager

FLSA Status: Exempt, Not overtime-eligible

Representation: None

Position Location: Schaefers Building, 1015 Willamette, Eugene, OR, or S&DS satellite offices, and in-home, at facilities, or other locations as needed

Position Purpose

The purpose of this position is to plan, organize, and manage a Senior and Disability Services unit, and to provide supervision to the unit staff. This includes unit development and implementation of policies, procedures, contracts, and budget; secure and utilize resources; and represent and advocate for the organization at various community and other agency meetings.

Note: Essential competencies of this job are described under the headings below. They may be subject to change at any time. The omission of specific statements of duties does not exclude them from the position, if the work is similar, related, or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee.

Position Essential Functions

General Statement of Duties

The purpose of this position is to plan, organize, and manage a Senior and Disability Services unit, and to provide supervision to the unit staff. This includes unit development and implementation of policies, procedures, contracts, and

budget; secure and utilize resources; represent and advocate for the organization at various community and other agency meetings.

Supervision Exercised

This position has the authority to recommend and/or participate in hiring, terminating, disciplining, resolving, or adjusting grievances for employees within their unit at the first step. The unit manager coordinates, schedules, assigns, and evaluates the work of the unit staff, including part-time employees and volunteers. This position is responsible for training, coaching, and mentoring staff. The unit manager is a member of the Division's management team.

Resource Responsibility

The unit manager will have considerable responsibility for financial and human resources. This includes final decisions or recommendations involving effective use of employees and volunteers, and space, materials, and equipment, with only general checks for reasonableness of actions. Decisions made within policy guidelines.

Essential Job Functions

The Unit Manager is responsible for coaching, training, and developing staff. This includes: helping new workers to understand the job and developing beginning competence; assisting in engaging workers in adopting new skills; maintaining an ongoing emphasis on developing staff competence to complete the critical casework function; and assisting senior level workers in their career planning.

Aspects of this work include:

Responsible for the training of new and existing employee to ensure they have the tools and resources to be successful in their jobs and ensure they are able to effectively deliver service to clients.

Provide agency orientation, training, and mentoring for new employees. Ensure all unit staff are educated and trained on agency policies, procedures, and general guidelines.

Research and answer questions for unit staff concerning policy, procedures, statutes, and regulations affecting agency services. Interpret policy and review new policy and/or changes to policy with employees.

Provide case consultation and individual tutoring regarding development of case

plans.

Provide instruction, demonstrate tasks, and observe skill level, behavior, weaknesses, and/or strengths of unit staff and provide feedback to employee.

Discuss work performance with employees on a regular basis, covering areas of success, areas needing improvement, and opportunities for professional growth and development. Provide annual performance appraisal for each employee. Develop Performance Agreements with staff as needed.

Assign duties and/or cases to unit staff and adjust for shifting workloads and schedules. Provide back-up coverage when staff is absent. Participate in interview panels and recommend hiring decision regarding new unit staff.

Audit and review case file documents and forms for complete information, proper formats, coding, timeliness, and proper determinations and actions based on information in the file, and to assure policies, Federal and State regulations, and acceptable standards of social work practice are maintained.

Responsible for setting the tone of a successful unit, and actively seeks to achieve the S&DS mission and goals in serving clients.

Responsible for general personnel actions such as hiring, performance appraisals, and disciplinary actions, approving and signing timesheets, and approving leave requests.

Manage email, participate in leadership team meetings, and perform electronic approval.

Responsible for responding to and resolving grievances filed by unit employees at the first step.

Participate in the Collective Bargaining Process on an as needed basis in the support of management's objectives.

Responsible for the development and implementation of policies and procedures to assure efficient and effective activities of the assigned unit that are in compliance with program guidelines, goals, and objectives.

Leads the discussion on designing unit performance measures and leads the team

in meeting the performance goals.

Promotes staff leadership by empowering staff to propose process improvements and actively shares successes across the agency.

Manages unit budget based on staffing and resource requirements, cost estimates, objectives and goals. Monitors and documents expenditures assuring compliance with approved budget and staffing levels.

Analyzes and recommends improvements to existing processes, facilities, equipment, and operating systems of the unit.

Develops and maintains systems and records that provide for proper evaluation, control, and documentation of assigned operations.

Supervises the resolution of inquiries, complaints, problems or emergencies affecting the availability or quality of services. Responds to the most sensitive or complex inquiries of service complaints.

May serve on inter-agency committees and advisory boards.

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Some travel is required in the work.

Knowledge, Skills, and Abilities

Thorough knowledge of management principles and practices.

Considerable knowledge of legal requirements, standards, regulations, and laws applicable to providing services to seniors and adults with disabilities.

Considerable knowledge of fiscal management, including budget management, expenditure control, and record keeping.

Ability to plan, organize and coordinate, schedule, assign, and evaluate the work of staff.

Ability to develop program goals and objectives and conduct planning activities.

Ability to analyze and evaluate operations, and develop and implement corrective

actions.

Ability to establish and maintain effective working relationships with employees, other agencies, and the general public.

Ability to communicate effectively, both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations.

Ability to develop and implement innovative services in area of assignment.

Ability to use computer based applications including spreadsheets, word processing, and data base programs.

Physical ability to perform assigned work.

Ability to travel.

Other Duties of Position

Attends S&DS meetings and local and state training programs.

Represents S&DS on community and inter-agency committees.

Provides back-up support to other positions in the office in case of absence or work overload.

Commitment to working effectively and collaboratively with clients and colleagues from diverse backgrounds, in support of an inclusive and respectful environment.

Works to participate in the learning environment within the division.

Regular and on-time attendance.

Other duties as assigned.

Minimum Qualifications

Education and Experience

Bachelor's degree in business or public administration, human services, or related field, plus five years progressively responsible experience providing services to senior and adults with disabilities, including supervisory or managerial experience; or any combination of education and experience that provides the applicant with the knowledge, skills, and ability required to perform the job.

Licenses, Certificates, and Other Requirements

Valid Oregon State driver's license.

Passing a background check is required for this position.

Knowledge, Skills & Abilities

Excellent written and oral communication skills.

Ability to think creatively and respond to a changing environment.

Organized and able to manage time wisely.

Cooperative and collaborative attitude.

Ability to establish and maintain effective working relationships.

Ability to work independently and as a member of a team.

Demonstrates sensitivity to the issues associated with low income, disability, diversity, and aging.

Ability to communicate effectively with participants, volunteers and community members to promote their participation or resolve their concerns with professionalism and respect.

Ability to organize, plan, and coordinate multiple tasks with attention to detail; handle multiple interruptions, maintain focus on tasks and produce accurate work.

Signatures

Employee signature and date _____

Manager signature and date _____

Human Resources signature and date _____