

Unlimited Services, Inc.
Job Description
Service Manager

OVERVIEW

The Service Manager supports the organization's mission, vision, and values by exhibiting the following: competence, accountable, respectful, professional, honest, dependable and a commitment to the individuals receiving services.

MISSION STATEMENT: Bringing Independence Home

POSITION SUMMARY

The Service Manager is responsible for managing the services needed by the individual served to assist them in reaching their fullest potential. The Services Manager is responsible for supporting the individual in their personal life and skill development.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. **Promote an outcome-based atmosphere.** The Service Manager is expected to have the ability to establish natural supports by assisting the individual in participating within the community in which they live and work, establishing friendships and staying connected with family.
2. **Ensure confidentiality of individual served.** The Service Manager is responsible for ensuring the confidentiality of an individual's personal life information, financial data, medical records etc. and show respect when discussing this information with the individual. Also, confidential information should be shared with staff on a "need to know" basis only.
3. **Ability to Problem Solve:** The Service Manager is must be able to problem solve and make appropriate decisions related to the individuals served. This also includes knowing when a supervisor should be called.
4. **Financial Management and Budgeting.** The Service Manager will be required to teach and assist the individuals with personal finances and budgeting.
5. **Implementation of Individual's goals and skill development.** The Services Manager will assist individuals in working towards and achieving the stated goals the individual established in their ~~Individual Care Plan (ICP)~~ Person Centered Plan (PCP).
6. **Promoting education through attendance at inservices, meetings, workshops and trainings.** The Service Manager will be required to attend monthly house meetings, in-services and annual reviews and training. Unlimited Services encourages all staff to participate in workshops and seminars outside of those offered by the agency to expand their knowledge of persons with disabilities.

7. **Assist individuals served in meeting personal safety and health needs.** It is essential that the Service Manager assist the individual served in practicing safety procedures in their home as well as the community and adhering to safety precautions as stated in the Individual's Safety Plan.
8. **Be an advocate of an Individual's Rights.** This position will be required to ensure individual's rights for all persons served, assist the individuals to become as independent as possible and to promote an atmosphere consistent with normalization.
9. **Documentation.** The Service Manager will be required to document and record accurately the goals and supports of each individual along with any other relevant information from the ICP. Documentation will be completed within the required timeline.

QUALIFICATIONS/SKILLS & KNOWLEDGE REQUIREMENTS

- a. At least 18 years of age (unless hired to work respite services only, must be at least 16 years of age).
- b. A valid drivers license and an acceptable Motor Vehicle Report (MVR) as outline in the Human Resources Policy Manual
- c. Must have dependable vehicle to transport individuals served and provide proof of insurance.
- d. Excellent communication skills, both written and verbal.
- e. Ability to bend, kneel, reach, crawl, stoop and stand continually
- f. Ability to work effectively and independently with all staff
- g. Ability to lift 50 lbs.
- h. Acceptable background checks with previous employers, references, criminal history, dependent adult and child abuse registries.

Do you have a disability in which you need an accommodation for in order to fulfill this job description? Yes or No If yes, please explain_____

EMPLOYMENT TERMS

The Service Manager is classified as non-exempt and paid on an hourly basis.

I have read the job description and all of the stated responsibilities. I do hereby agree to fulfill these responsibilities to the best of my abilities.

Employee Signature

Date