

Innovative Services NW Job Description

EI Program Manager



CLASSIFICATION: 22

HOURLY/SALARY RANGE: \$65,000 – \$70,000 per year

REPORTS TO: CLINIC MANAGER

EFFECTIVE DATE: 9/1/2020

SUMMARY: Provide program oversight to the Early Intervention program as regulated by the Early Support for Infants and Toddlers program of Washington State. EI Program manager oversees and supports Early Intervention Program staff to ensure quality service delivery for children and families in the Early Intervention program.

ESSENTIAL FUNCTIONS:

- Conduct outreach to recruit and enroll children and families in the Early Support for Infants and Toddlers (ESIT) Early Intervention (EI) program.
- Assist with development and implementation of Individual Family Service Plans (IFSP), and transition plans when other FRC caseloads are full.
- Compile data using the state data management system (DMS); submit required forms, evaluations, and data reports to meet ESIT program standards.
- Supervise the Lead Early Intervention Specialist, Lead Family Resources Coordinator, and provide support to therapists (PT, OT, SLP) who work in EI.
- Establish productivity expectations for staff and implement strategies to assure accountability.
- Oversee ESIT contract deliverables, ensure quality and timeliness of database reporting.
- Conduct regular client chart reviews, audits, and other procedures to ensure the quality of case management services meet program and contract standards.
- Track and monitor completion of mandatory trainings for EI staff, Participate in quality improvement initiatives.
- Promote evidence-based practices and set program outcome measures.
- Work in conjunction with Clinic Director to implement regulatory compliance with the ESIT program.
- Work in conjunction with Human Resources in interviewing, training, onboarding, promotions, and employee relations concerns.
- Assure high level of client and family satisfaction, responds to all concerns and complaints according to established standards.
- Represent Innovative Services NW at appropriate ESIT meetings and participate in ongoing efforts to educate physicians and the public about the value of Early Intervention.
- Maintain working relationships with local school districts to ensure smooth transition of EI clients out of the program before their third birthday.
- Develop partnerships with community agencies to support FRCs in identifying resources to support the IFSP.
- Consult with various internal programs on request.
- Utilize technology as effective communication, planning, and instructional tool; To include video conferencing with families.
- Attend and participate in organizational meetings and trainings as requested.
- Adhere to safe work practices and procedures.

COMPETENCIES:

- Strong Communicator
- Client- and Family-Centered
- Professionalism and demonstrated knowledge of ethical conduct
- Strong Problem Solving and Analysis
- Experience in multi-cultural communities and knowledge of culturally relevant home visiting is preferred.

SUPERVISORY RESPONSIBILITY:

AN EQUAL OPPORTUNITY EMPLOYER

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- Motivate Early Intervention employees to accomplish all job objectives; inspire confidence; clearly define expectations
- Foster goals and team building
- Develop and implement staffing standards with effective, economical use of resources
- Empower staff to achieve their best professionally and guide them through creative problem solving
- Hire and onboard staff
- Manage EI staff development and training needs
- Implement and maintain PTS policies and procedures

WORK ENVIRONMENT:

- Indoor clinic setting with ambient room temperature; lighting; moderate noise typical of children's activities and communication; equipment traditional of an office or therapy clinic setting.
- Moderate exposure to body fluids and working in the home or clinic environment

PHYSICAL DEMANDS: The physical demands and work environment characteristics described here are representative of those that must be met by an employee to perform the essential functions of this job successfully.

Individuals will frequently be required to stand; walk; bend, sit, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. The employee must occasionally lift and or move up to 40 pounds using proper lifting techniques.

POSITION TYPE AND EXPECTED HOURS OF WORK:

- Non-exempt. Full Time – 32-40 hours a week, depending on program needs.
- Extended or flexible hours as necessary.

TRAVEL: Frequent travel within Clark County

REQUIRED EDUCATION, CERTIFICATION(S) AND EXPERIENCE

- Bachelor's degree in Social Work, Early Childhood Education, Mental Health, PT/OT/ST, Nursing or related field required. Master's degree preferred.
- Five years' leadership experience required. Experience in a nonprofit organization preferred. Experience with home visiting in healthcare, pediatrics or related field highly preferred
- Strong computer skills with an emphasis on Microsoft Office
- Ability to multi-task, prioritize, problem-solve and meet expected deadlines with attention to details
- Speak and write English with proficiency
- Must pass a criminal history background check
- Current First Aid and CPR qualification or ability to obtain certification within 30 days.

AAP/EEO STATEMENT:

Innovative Services NW provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

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OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.

SIGNATURES:

This job description has been approved by all levels of management:

Manager _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____