



## **Program Manager, Congress Heights**

Iona is pleased to announce that we are hiring a full-time Program Manager for our new adult day health center in Congress Heights. We are a nonprofit organization that directly helps 3,000 older adults and families with the challenges and opportunities of aging in the greater Washington, DC area. Since 1975, we have educated, advocated, and provided community-based programs and services to help people age well and live well. Iona's suite of services include: Consultation, Care Management, and Counseling (CCMC), our award-winning adult day health program, Active Wellness, support groups, home-delivered meals, and more. Iona is a warm and collegial workplace that promotes excellence in client services and is committed to the professional growth of employees. For more information about Iona, please visit [www.iona.org](http://www.iona.org).

### **SUMMARY:**

The Program Manager is responsible for the development, organization, and directing the overall daily management of the program under the supervision of the Director. The Program Manager will develop and implement a multi-level activity program to meet therapeutic needs of individuals and groups. This role will provide direct supervision of the program staff and volunteers. The Program Manager will serve as a member of interdisciplinary team and work closely with Clinical Nurse Manager, Social Worker, and Creative Arts Coordinator in the ongoing evaluation of new and current participants and programs of the center. This individual will ensure compliance with Department of Aging & Community Living, Veteran's Affairs, Medicaid, Department of Disability Services, Iona policies and procedures and/or other regulatory, grant or contract requirements.

The Program Manager shares responsibility with all staff for assisting clients as needed; promoting community awareness of Iona Senior Services and other community resources; and participating in planning, fundraising, volunteer recruitment and other agency-wide efforts which support the whole organization.

### **RESPONSIBILITIES:**

#### **Program Planning and Management**

- Oversee planning and implementation of activity program for the adult day health center and ensure that the program meets the standards of the Department of Aging and Community Living, Medicaid, Veteran's Affairs, Department of Disability Services, and/or other regulatory, grant, or contract requirements.
- Responsible for day-to-day management of program, kitchen staff, and volunteers; arrange adequate coverage for absences, setting schedule for staff coverage for activities, lunch, breaks, etc.

- Supervise coordination of all activities/trips with other agencies or clubs, including intergenerational programs.
- Develop strong relationships with local schools and build an intergenerational program.
- Develop the monthly activity calendar and have a quarterly plan prepared in advance.
- Manage the monthly publication of the newsletter /activity calendar so that it is mailed to the participants prior to the first of the month.
- Maintain monthly budget to coordinate the purchase of program supplies and keeps monthly expenditure chart.
- Purchase center supplies.
- Ensure timely submission of invoices for vendors, entertainers, or contract staff.
- Facilitate bi-monthly program staff meeting.
- Facilitate weekly supervisory meetings with program staff.
- Responsible for program staff development in coordination with the adult day health center director, assessing training needs and arranging for training sessions within and outside of the center.
- Plan orientation for new staff and coordinates orientation of new staff member.
- Supervises center volunteers; conducts monthly orientations (or as needed) and offers ongoing support for volunteer supervision.
- Mentors employees in the policies, practices of recreation programs and daily operation of center.
- Develops and monitors employee performance for program staff.
- Conducts performance evaluations for program staff.
- Assess socialization needs with care plan team and determine eligibility of each potential participant.
- Manage activity assessment and care planning process and coordinate with care plan team in determining goals as necessary.
- Prepares and maintains activity department in good compliance of all requirements of licensing/certifying and grantors.
- Monitor kitchen regulatory requirements while lunch is being prepped for service, food is being served and dishes are being cleaned and put away.
- Supervise and assure kitchen duties are completed by activities staff – refrigerators cleaned weekly, tables bused, food & refrigerators temps monitored daily, cabinet tops sanitized, etc.

#### Direct Service

- Lead and/or assist activities staff as needed.
- Assist with Activities of Daily Living as needed.
- Escort as needed.
- Supervise and assist in the preparation and serving meals daily.

#### Community Relations

- Ensure that good relationship with area schools is maintained.
- Give informational tours of center to prospective participants, families, or caregivers when needed.

## **REQUIREMENTS:**

- Bachelor's Degree in Therapeutic Recreation, Gerontology, Social Work or other related field preferred, but not required.
- Five years of progressively responsible management experience including staff supervision and activity coordination.
- Two years of experience working with individuals with dementia and their caregivers.
- Strong organization, interpersonal, communication, and relationship building skills.
- Experience in a multi-disciplinary setting preferred.
- Initial and annual chest x-ray/PPD or medical certification.
- First Aid and CPR certification.
- Food Safety Certification preferred.

Iona has a robust benefits package which includes health, dental, and life insurance, vacation and a 403(b) retirement plan. Compensation is commensurate with experience. To apply, please submit your letter of interest and resume to: **Erica Raphael**, Sr. Consultant, EHR, **[eraphael@expandhr.com](mailto:eraphael@expandhr.com)**.

Iona is an Affirmative Action/Equal Opportunity Employer committed to providing employment opportunity without regard to an individual's age, color, disability, gender, gender expression, gender identity, genetic information, national origin, race, religion, sex, sexual orientation, or veteran status. Iona also makes good faith efforts to recruit, hire, and promote qualified women, minorities, individuals with disabilities.