



## Job Description

**LifeTime Resources Mission Statement:**

*Working together to provide services that help people maintain their independence*

**LifeTime Resources Core Values:**

**Integrity**

**Quality**

**Compassion**

**Cooperation**

**Job Title:**

Sentry Services Program Manager

**Supervisor:**

Home and Community Care Director

**Division:**

Home and Community Care

**FLSA Status:**

Exempt

**Position Overview:**

Responsible for the management and administration of the Guardianship Program to ensure the consistent provision of quality services, in keeping with LifeTime Resources, Inc. goals and objectives, as well as requirements of the Adult Guardianship Office, Indiana Family and Social Services Administration, Indiana Supreme Courts VASIA program, and other regulatory agencies.

**Essential Functions:****PROGRAM MANAGEMENT**

- Establishes systems/measures to ensure quality services, cost effectiveness, customer satisfaction and achievement of agency goals
- Responsible for development and/or management of VASIA, AGS, as well as non-grant funding sources
- Ensures accurate and timely program reports required by the agency, courts, state, and federal agencies
- Assists with program budget in accordance with agency policies and procedures, operates within budgetary guidelines, maintains cost control, ensures continued receipt of all appropriate revenue
- Provides representation and educational opportunities to individuals, organizations, and the community regarding the Sentry Services program
- Ensures Adult Guardianship Service Committee is in place and functioning according to program standards, appropriately submits recommendations for representation for review, utilizes their expertise to ensure appropriate handling of cases
- In cooperation with the HCC Director, develops a robust Sentry Services Private Pay program in accordance with the agency's vision
- Attends court hearings as the representative of Sentry Services
- Writes VASIA, AGS and other applications as needed

## MANAGEMENT/SUPERVISION

- Provides direction to Sentry Services Case Managers in assessment, problem resolution, plan development, and monitoring to ensure that client's needs are addressed while ensuring excellent customer service and adherence to agency guidelines
- Monitors all referrals assigned to Sentry Services Case Managers to ensure timeliness of case processing based on established criteria, monitors balance of workload distribution
- Completes field visits, as needed, to assess and ensure professionalism, delivery of quality services, and that services provided are meeting the goals of the client and the program
- Monitors plans to ensure proper application of person centered planning in the least restrictive environment and with the least restrictive representation
- Ensures appropriate use of volunteers to expand the capacity of the program and assist individual clients in maintaining their independence and quality of life, provides training and direction to field staff in recruiting, matching, placing, and supporting volunteers. Ensures compliance with the VASIA grant's volunteer requirements, including obtaining and retaining the number of volunteers required by each grant.
- Maintains appropriate staffing, provides for employee selection, orientation, and training
- Ensures the completion of personnel procedures including job descriptions, performance evaluations, disciplinary action, continuing education, and proficiency testing for compliance with agency standards and federal, state and local regulations
- Evaluates program(s) on an ongoing basis to attain established goals and assist in setting and obtaining new goals
- Resolves program(s) problems and addresses issues noted in quality assurance reviews
- Ensures program policies and procedures are up to date/accurate, organized and filed electronically as prescribed
- Assists in fundraising for, networking on behalf of, and promotion of Sentry Services and the agency
- Ensures professionalism and adherence to agency goals/values in all aspects of Sentry Service operation, representation, and advocacy.

## ADMINISTRATIVE/GENERAL

- Maintains program manuals (both Sentry Services and Volunteer Manuals)
- Adheres to agency policies and procedures
- Understands, supports, and models with professionalism the agency's Mission, Vision, and Values
- Attends trainings as required
- Acquires and maintains certifications as required
- Engages in other related activities or special projects as required or assigned
- Works to achieve established productivity standards.

*The essential functions identified here are a representation of those duties required of this position and in no way are intended to be a complete list.*

**Performance Requirements:**

*Knowledge, Skills, Abilities, & Mental Demand:* Computer skills; written and verbal communication skills; listening skills; interpersonal skills; customer service skills; ability to perform multiple concurrent tasks; reasoning and problem-solving skills; ability to work with minimum supervision; program management skills; supervisory skills; critical thinking skills; advocacy skills; analytical skills; public speaking and presentation skills; networking skills; program planning and development skills.

*Physical Effort: Sedentary Work:* Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently, ability to climb stairs and independently access all customer homes

*Working Conditions:* Office environment, frequent travel, customer homes, possible exposure to bodily fluids, daily customer contact, occasional inclement weather

*Education, Experience and Training:* Bachelor's degree required from an accredited college or university or a Registered Nurse, or at least 7 to 9 years of related experience, valid driver's license, and successful completion of National Guardianship Certification within one year after hire date.