



Job Description

Job Title: Respite and Family Support Services Manager, Grade 7
Reports to: Director of Community Programs and Services
FLSA Status/Schedule: Exempt; 37.5 hours per week
Location: Syracuse with anticipated travel to satellite locations

ARISE's mission is to work with people of all abilities to create a fair and just community in which everyone can fully participate.

Job Summary:

This position is responsible for seeing that high quality, safe and engaging Respite and Family Support Services (FSS) services programming are delivered at various sites throughout counties ARISE supports. The success of Respite and FSS programs depends upon the incumbent providing simultaneous leadership and support to staff, while understanding the needs of program participants and requirements of various stakeholders.

Required Qualifications:

- Bachelor's degree in Human Services or related field, or an equivalent combination of experience and education
- Demonstrated leadership and supervisory experience
- Proficient computer skills, especially SharePoint, Outlook, MS Word and Excel, familiar with electronic timekeeping
- Solid written and verbal communication skills
- Clean license, appropriate motor vehicle insurance coverage, and safe and reliable transportation for travel to various sites throughout all necessary counties

Preferred Qualifications:

- CPR/First Aid certification is recommended

Essential Functions:

- Provide direct supervision to the Respite, Inclusive Recreation and FSS Coordinators
- Coordinate and fulfill FSS Contract and other contract/grant needs
- Attend Family Support Services Committee (FSSC) meetings as required
- Be alert to new regulations, policies and procedures – externally as well as internally
- Implement forms, policies, and procedures for the Respite and FSS programs
- Assist Coordinators with managing issues related to providing services such as communication with school districts, parents and individuals, scheduling of staff to ensure coverage based on participants' expected attendance to ensure adequate supervision and safety
- Assist Coordinators with completing intakes to enroll new individuals in the Respite and FSS programs and keep track of units authorized and all required documentation
- Maintain program participants' Respite records and documentation
- Complete OPWDD FSS quarterly reports as required
- Ensure completion of billing procedures as necessary
- Meet regularly with supervisor as required
- Complete program statistics and reports as required for internal recordkeeping and funders including entering services provided in Therap

- Periodically assess participant satisfaction with services
- Ensure any errors or denials from funding sources are followed-up on
- Monitor budgets and monthly financial statements
- Submit Purchase Orders and Check Requests for program expenses
- Conduct quarterly audits of program files
- Support the ARISE mission and uphold all NYS Justice Center, OPWDD, OCFS and related agency regulations
- Operate interdependently as a manager as well as a team member
- Participate in agency, team and other required meetings
- Uphold ethical standards required as a member of the management team
- Maintain professional conduct / detachment from personal involvement with individual(s) and / or their family members
- Hold sensitive information and PHI with professional discretion, adhere to HIPAA compliance
- Actively take steps to implement the Codes of Compliance and Conduct
- Report any unsafe situations, accidents, or incidents to QI Director and Director immediately
- Follow the ARISE Injury Management Reporting process
- Other duties as assigned

Benefits:

- Generous paid time off includes:
 - 11 paid holidays plus
 - Summer hours Fridays – as scheduled from Memorial Day to Labor Day
 - 20 Earned Time Off days (5.77 hours accrued each biweekly pay cycle) in first and second year of employment; 25 ETO days after 2 years; 30 ETO days in future milestone years
- Participation in the 401(k) plan available at hire; Full vesting immediately; Employer match (50% of the first 5% deferred)
- Excellent medical plan through Excellus BC/BS
- Great dental and vision coverage through Guardian / VSP
- Company-paid health reimbursement arrangement (HRA) covers first 70% of deductible
- Flexible spending arrangement (FSA) for both medical expenses and dependent care
- Free life insurance and long term disability coverage through Lincoln Life
- Free / Confidential Employee Assistance Program (Help-People affiliated with Crouse Hospital)
- Option to enroll in Voluntary benefit plans at annual open enrollment