
JOB DESCRIPTION

JOB TITLE: Program Director

DEPARTMENT: Community Employment Services / LEAP

CLASSIFICATION: Exempt

REPORTS TO: Director of Operations

SUPERVISES: Job Coach, Direct Support Coordinators, Clerical staff, and other personnel as assigned.

REQUIREMENTS:

Education:
Bachelor's Degree in relevant field or equivalent experience.

Experience:
Four years of current experience managing personnel in the provision of programs for the developmentally disabled including training and/or job placement.

Other:
Ability to independently represent the agency in the community. Knowledge of and commitment to the principles and concepts of normalization and least restrictive environment. Possesses a valid California driver's license with a safe driving record.

BASIC FUNCTIONS:

Organizes, manages, and guides Community Integrated programs in designated geographic areas observing policies and objectives as formally adopted by The Arc of the East Bay Board of Directors and Friends and Family Groups.

DUTIES AND RESPONSIBILITIES:

- Supervises all staff, including participation in hiring, staff assignments, training, evaluation, and termination within the guidelines set down by the HR Director, and the Policies and Procedures of the Agency.
- Staff will employ **Person-Centered Planning (PCP) and Approaches and Positive Behavioral Supports (PBS)** In Person-Centered Planning (PCP), the individual is noted first, not someone who is defined by their disability. By understanding who this person is, that is individual to others. PCP is a self-empowering process as it encourages individuals to achieve their own goals. In addition, it emphasizes the assessment of the strengths and skills of an individual as well as their personal dreams and goals **Positive Behavioral Supports (PBS)** is a comprehensive approach to assessment, planning and intervention for people who exhibit challenging behaviors using two strategies-addressing deficient environmental conditions (physical access, staffing, staff training, activity schedules, engagement techniques and choice-making opportunities and behavior aspects of the individual designed and positive, emphasize learning, offer choice and social integration, be culturally appropriate, and include modifying environments as needed.
- Demonstrates a clear understanding of basic financial protocols, including obtaining appropriate approvals for expenses, and consistently adheres to these requirements.
- Develops and maintains training activities and placement opportunities in an integrated community setting.
- Supervises and oversees the ongoing operation of existing projects in assigned area.
- Assigns staff to develop and implement individualized client program goals. Monitors client progress and evaluates program content.
- Ensures timely and accurate payroll processing for all clients, who participate in the agency work experience opportunity program, processing and verifying hours, coordinating data with the payroll processor, and ensuring compliance with all wage and hour laws in California.
- Assures employer satisfaction, and quality standards while assuring appropriate services are provided to employee (training, support services, and integration).
- Secures or assigns the procurement of subcontract work to maintain a work level consistent with the Vocational Development Center program goals.

- Coordinates preparation and reviews client assessments for job match including client adaptive behaviors, parent/care providers attitudes, transportation possibilities, the client's expressed willingness to work and other relevant factors.
- Assures preparation of work environment and specific job analyses.
- Responsible for timely completion of review/evaluations of employees (staff and clients).
- Maintains all required records and submits reports in a timely manner.
- Assists in conducting the Program Evaluation System for the Programs in meeting the CARF requirements.
- Reports regularly to the Friends and Family Groups and maintains active and supportive liaison with the group.
- Performs other duties as assigned.

Reviewed & Approved Annually by

Ron Luter 7/11, 7/12, 6.13, 6.14, 5.17, 9.29.20

Patty Pistello, HR Director 1/5/21, 1/10/22, 2/1/23, 4/22/2026