

POSITION ANNOUNCEMENT

TITLE: Program Administrator

STATUS: Full-time, salaried

LOCATION: Cleveland, Ohio (CCTC)

RESPONSIBILITIES: Responsible for the overall operation and management of the assigned facility and/or program, personnel, and client population. Functions as the facility director for Federal Bureau of Prison programs and as the program director for the Ohio Department of Rehabilitation and Correction programs.

Essential functions of this job include, but are not limited to:

Effectively orients and trains supervised employees in job duties.

Conducts effective and timely performance evaluations and processes paperwork appropriately for supervised employees.

Effectively addresses disciplinary issues with supervised employees; accurately and thoroughly documents and processes disciplinary actions in a timely manner and in accordance with policies and procedures.

Ensures supervised employees meet minimum training requirements and monitors training attendance.

Processes payroll and handles time card issues for supervised employees.

Assists with the hiring process of potential new employees. Assists with the selection process for posted positions.

Supervises, directs, and coordinates activities of the Caseworkers, Administrative Assistant for Caseworkers, Lead Resident Supervisors and Employment Supervisor. Fills in for assigned staff as necessary.

Operates in the capacity of Program Manager in his/her absence.

Coordinates hiring of contract employees per Agency policy. Schedules contract employees per contract. Approves timesheets for contract employees.

Assigns client caseloads and/or ensures case loads are assigned. Develops and implements staff schedules to ensure appropriate coverage and services.

Conducts/monitors or ensures case reviews are conducted on a weekly basis. Assists supervised employees in identifying appropriate intervention strategies to facilitate success (where applicable).

Reads required logs on a daily basis.

Completes/reviews program quality assurance packets for caseworker accuracy.

Ensures case management services are in compliance with audit/contract/accreditation standards and Agency policy and procedures.

Ensures case management services are provided in the absence of the assigned Caseworker.

Reviews or ensures case records are reviewed for accuracy and completeness and monitors file security system in accordance with audit requirements and Agency policy and procedures.

Conducts quality assurance monitoring for ACA, ODRC, FBOP or other regulatory standards associated with the program.

Ensures accuracy of ORION and CCIS databases. Follows up with corrections when errors are found.

Approves outgoing correspondence. Monitors all in-coming correspondence from referring agencies.

Ensures monthly progress reports are approved prior to distribution to referring agencies.

Ensures proper classification of entries in ORION Action Reports.

Ensures file closing procedures are completed in a timely manner.

Files escape charges (where applicable). Responsible for quality Assurance of Federal Incident Reports and processing of Center Discipline Committee hearing process.

Orders GCMS confirmations.

Conducts unscheduled facility checks per Agency policy.

Participates in audit preparation.

Assists Program Manager in reviewing program procedures and client programming.

Assists Program Manager in the development, implementation, and evaluation of program procedures after obtaining executive approval.

Provides effective in-service training for staff in areas such as new policies/procedures/contract/accreditation requirements.

Assists the Program Manager with the preparation of accurate monthly, quarterly, and annual reports.

Keeps monthly program statistics for escapes and verbal/physical aggression reports. Provides documentation to Program Manager.

Handles grievances in a timely manner and takes appropriate action as needed.

Effectively informs and advises Program Manager of requirements and needs of the program necessary to maintain standard compliance and/or to enhance program and services offered.

Participates in and/or facilitates staff meetings.

Represents the program and Agency at court and designated community proceedings.

Participates on internal or external committees and task forces as necessary.

Oversees day-to-day PREA facility issues. Works with Agency PREA Coordinator and PREA Compliance Specialist to ensure PREA audit standards are being met.

COMMUNICATION AND INTERPERSONAL SKILLS

Facilitates and maintains productive communication while maintaining a professional, prosocial relationship with clients and employees.

Maintains appropriate boundaries with clients as outlined in Agency Code of Ethics and other policies.

Expresses empathy regarding client situations as appropriate.

Recognizes antisocial thinking and behaviors. Addresses them immediately, positively, and in a non-threatening manner.

Acknowledges clients' prosocial behaviors and generates a reward report if warranted.

De-escalates potentially volatile situations between clients when necessary utilizing cognitive-based intervention strategies.

Interacts professionally with employees, visitors, guests, law enforcement, court, and safety personnel.

MODELING SKILLS

Speaks positively about the program, Agency, and employees.

Speaks positively about programming, law enforcement, courts, and the law in general.

Displays prosocial thinking and prosocial behavior.

Demonstrates respect toward employees and clients.

KNOWLEDGE

Facilitates groups as assigned or directed.

Assists clients in role playing difficult situations to achieve a more positive result.

Assists clients in efforts to problem solve.

Demonstrates an understanding regarding the use of client assessments.

Demonstrates an understanding of the importance of linking assessments and IPPs to criminogenic needs and responsibility.

Continues professional training and stays current in professional development

Demonstrates an understanding of the principles of social learning theory.

OTHER

Ensures clients' rights are upheld. Maintains client and staff confidentiality according to Agency policies and procedures; state law; and federal regulations to include Confidentiality on Alcohol and Drug Abuse Patients Records, 42 C.F.R. Part 2 and the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), 45 C.F.R. Parts 160 and 164.

Complies with all Agency security standards, including procedures and electronic equipment/devices.

Obtains required training hours on an annual basis.

Attends staff meetings and required training sessions.

This job description in no way states or implies that these are the only duties to be performed by this employee. He/she will be required to follow any other instructions and to perform any other duties requested by his/her supervisor.

Ensures schedule is set to address facility and personnel needs.

**STRENGTH RATING/
PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception, and ability to adjust focus.

**WORK
ENVIRONMENT:**

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

QUALIFICATIONS:

Bachelor's degree in Public Administration, Corrections, Behavioral Sciences or related field and five (5) years supervisory/administrative experience required. Master's degree preferred. Prefer residential experience. Must possess excellent written and verbal communication skills. Must have the ability to effectively work with Agency employees, outside contacts, and a diverse client population.

SALARY RANGE:

\$60,320 - \$84,448 per year

CONTACT:

Employees of Oriana, House, Inc., should email a letter of interest to RickkiLLovejoy@orianahouse.org. Please refer to the Operations Manual (Recruitment Procedures and Position Announcements, 3003) regarding the complete requirements for letters of interest. Please be aware, if the employee does not meet the requirements, a supervisor may choose not to interview him/her.

Outside Applicants can:

1. E-mail a resume to RickkiLLovejoy@orianahouse.org
OR
2. Fax a resume to: (330) 996-2233, attention Human Resources Department
OR
3. Complete a job application at 1834 E 55th Street, Cleveland OH 44103 (Monday through Friday, 9:00 AM to 4:30 PM)

DEADLINE:

Monday November 22nd, 2021, 5:00 PM

Oriana House Recruiters may reach out to applicants via text messaging.

Oriana House, Inc., is an Equal Opportunity Employer and Drug Free Workplace. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or protected veteran status.