

Program Manager Position Job Preview



Example of a Typical Program Manager Day

There is no “typical” day for a Program Manager because every person in the program that we support has different needs and services. This holds true when supporting and working alongside team members. In addition to providing support to clients in the home and to team members, I have my individual work, which varies from day to day. This could be viewing staff schedules or payroll, running lead in monthly staff meetings, completing training with new hires, and conducting assessments for current clients or referrals. I try to balance the time I spend in the office at a desk with being available in the facility supporting others or in the community running errands or at client appointments. Each day requires me to manage my time and responsibilities wisely. I often arrive to shift with a set plan for what the day’s schedule looks like, however, this can change quickly. If a client becomes ill or needs more support, I have to reassess the day’s plan. I also have to be mindful of the time constraints I have with certain responsibilities and tasks such as submitting payroll on time or preparing an ISP Report for an upcoming meeting. Quarterly each client has an individual service plan (ISP) and their progress, services, and needs are discussed and reviewed during this time. Medication management is another area I spend time reviewing or overseeing during the day. I also make sure facility equipment, appliances, and operations are running smoothly. The end of my shift ends how it starts, with designating time to check in with team members and clients to ensure everyone feels supported before I leave the facility.

Employee Testimonials

“I look back on my time working at Woodland Summer House with the fondest memories. Working in the residential facility, I was able to support individuals through their successes and struggles with daily life. The opportunity to be a source of support to others & a witness to their life is extremely rewarding. While working at Summer House, I learned valuable life skills that I carry with me today. I learned patience, problem solving skills, flexibility, how to be a good team member, and a leader. Working at Summer House is a deeply fulfilling, rewarding, and supportive environment to be in.”-Desiree Abassi, Former Woodland Summer House Program Manager

“Being selected to work with the Summer House team as their Assistant Program Manager was, honestly, a blessing! I have worked in the field with individuals with disabilities of a vast range of ages and abilities from early childhood to elderly individuals. I have always had a genuine passion for working with and advocating for individuals with disabilities. My time with Summer House has been everything that I had hoped it would be. Between my team and the residents, I couldn’t have asked for a better bunch. The team is very collaborative and communicative which helps create a quality program in my eyes. As I have mentioned to my superiors, Summer House was that ‘diamond in the rough’ that I was always hoping to find. I am proud to be apart of Summer House team and appreciate the chance of helping me grow in this field.”-Gloria Lane-Ricafrente, current Assistant Program Manager

Pros & Cons of Program Manager Position

Pros

- Supportive Team Environment
- Hands on Experience in Social Service Field
- Positive Work Environment
- Rewarding
- Set Schedule that works with your availability
- Career Growth Opportunities

Cons

- Schedule-Can be less flexibility than other jobs
- Can have high staff turnover
- Rate of Pay largely is dependent on State set reimbursement
- Can be very physical & hands on at times

Summer House Benefits

- Sick & Vacation Benefits
- Holiday Pay
- Paid Trainings
- Great Health Benefits
- Vision, Dental, Medical, AFLAC
- Retirement
- Regular Pay Increases
- Life Insurance