

# Service Manager of Lifelong Learning

## Job Details

Level	Admin Level
Job Location	The Arc San Francisco
Position Type	Full Time
Education Level	Associates Degree
Job Category	Nonprofit - Social Services

## Organizational Summary

The Arc San Francisco is a non-profit service and advocacy organization for adults with intellectual and developmental disabilities and their families living in San Francisco, Marin, and San Mateo counties. We currently serve a varied group of over 700 clients who, despite their diverse backgrounds, ages and disabilities, are all similar in their desire to live a life of greater self-determination, dignity, and quality. Our goal is to provide the supports that enable people with developmental disabilities to maximize their potential, live meaningful lives, and become integral members of the community. To that end, we provide a range of services relevant to all areas of adult life, from independent living supports and skills building to employment training and creative expression. As a true community partner, we believe in educational outreach, the power of business partnerships, and the importance of being a reliable resource for families, supporters, public policy makers and all those who share our vision of creating a more informed, diverse and inclusive society.

## Position Summary

A Service Manager in Lifelong Learning will have primary responsibility for the oversight of a designated caseload of CCS participants and management of DSPs.

Duties include Training and supervising staff. Monitoring the quality of the services rendered by Lifelong Learning staff. Providing supervision and oversight of direct service professionals (DSPs). Serving as primary contact for participant circle of support and caregivers. Coordinating and facilitating meetings with families, funding sources and other stakeholders. Ensuring goals and objectives for participants are crafted to ensure participants are on a trajectory toward personal success and growth using Person-Centered Thinking tools.

## Essential Duties and Responsibilities

- Supervise, train, and manage regular team of DSPs.
  - Conduct annual performance evaluation and authorize payroll for supervised DSPs.
  - Plan regular individual supervision meetings with supervisees.
  - Be a technology ambassador for staff, providing training and support as needed.
  - Ensure daily attendance is completed and accurate for all program areas.
  - Ensure ArcForce and paper files are up to date.
  - Maintain updated caseload lists, report caseload full-time equivalent (FTE) changes and participate in monthly Intake Meeting.
  - With fellow Service Managers, coordinate coverage for staff absences.
  - In conjunction with fellow Service Managers, manage daily operations of Lifelong Learning participants.
  - Support staff in developing appropriate, meaningful goals for ISP using Person-Centered Thinking tools.
  - Ensure staff are tracking participant goals and completing weekly notes by deadline.
  - Coordinate and facilitate annual Individual Service Plan (ISP) meetings as needed.
  - Coordinate and facilitate participant interdisciplinary team (IDT) meetings as needed.
  - Ensure participant behavior plans are being implemented and tracked by staff, if needed.
  - With fellow Service Managers, develop agenda for and co-lead monthly staff meetings.
  - Develop and maintain relationships with Circles of Support. Be a point of contact for Case Managers, family members and other stakeholders.
  - Participate in community relations and ambassadorship activities as needed.
  - Participate in mandatory and relevant meetings and trainings at The Arc and pertinent agencies.
  - Conduct and complete all paperwork required of participant file reviews as stated by CARF best practices.
  - Assist with other responsibilities as assigned.
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## Knowledge, Skills and Experience

- A minimum of one year experience as a Direct Service Professional or equivalent prior work experience is required. Experience working with aging individuals and/or individuals

with behavioral challenges a plus, but not required. Supervisory experience a plus, but not required.

- Experience working with individuals with developmental disabilities preferred.
- Experience working in professional settings preferred.
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**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Repetitive key board use, phone use, walking, standing, bending stooping and direct client interaction.

***The Arc San Francisco is an Equal Opportunity Employer.***

The Arc San Francisco is committed to equal opportunity in the terms and conditions of employment for all employees and job applicants without regard to race, color, religion, sex, sexual orientation, age, gender identity or gender expression, genetic information, marital status, national origin, disability, citizenship or veteran status. We will consider qualified candidates with criminal histories in a manner consistent with the requirement of the San Francisco Fair Chance Ordinance.