

# Site Manager of Marin – Marin County

## Job Details

Level	Management
Job Location	The Arc San Francisco-Marín County
Position Type	Full Time
Education Level	Associates Degree
Salary Range	DOE
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 Site Service Manager Services and Programs in Marin County will have primary responsibility for the oversight of a designated caseload of program participants in Marin County, as well as direct management and supervision of Marin program staff.

Duties include training and supervising staff. Monitoring the quality of the services rendered by program staff. Providing supervision and oversight of direct support staff (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 up to ten Direct Service Professionals.
- Ensure Program staff are completing daily/weekly/monthly tasks not limited to data entry, goal/services tracking, overall case management for all participants.
- Ensure all monthly reporting requirements to funding agencies, partners, and stakeholders are completed accurately and on time.
- Support Education/Employment/Enrichment and other program staff in developing appropriate, meaningful goals for Individual Service Plans (ISPs). Conduct annual review for supervised education staff.
- Coordinate and facilitate annual ISP meetings as needed.
- Key lead responsibility in managing facilities operations of Marin satellite office. Ensure work orders, office supplies, program materials are stocked up and maintained.
- Be main point of contact in coordinating work orders and repairs as necessary. Ensure Associate Director and Senior Director are kept abreast and involved in facilities repairs and upgrades.
- Maintain working relationship with Marin satellite facility landlord, and other related vendors and contractors.
- Responsible for maintaining vehicle fleet (2 vans) for Marin Programs. Ensure vehicles are in working, insurance documentation is updated, and log sheet of vehicle usage is maintained.
- Coordinate with Operations Coordinator and Administration team on facilities, and vehicle fleet needs.
- Ensure all participant data and information is maintained, updated and secured on organizational CRM as well as any and all funder databases.
- Ensure case load assignments are accurate at all times and updated on a regular basis
- 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 at The Arc and pertinent agencies

- In conjunction with fellow Service Managers, manage daily operations of program participants.
- With fellow Service Managers, develop agenda for and co-lead monthly staff meetings.
- Develop and maintain relationships with Circles of Support.
- 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 is a plus, but not required.
- Experience working with individuals with developmental disabilities preferred.
- Experience working in professional settings preferred.

### 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.

