
NORTHEAST INDEPENDENT LIVING PROGRAM INC.

Program Manager- Personal Care Management Agency

Who are we? NILP is a rapidly growing, human service agency who assists persons with all types of disabilities who wish to live independently in their community throughout Northeast Massachusetts. NILP provides five core services of Advocacy, Peer Counseling, Information and Referral, Independent Living Skills Training, and Transition. NILP believes in consumer control and self direction and provides these services with the knowledge that persons with disabilities are the best determinants of their needs and goals.

Position Overview: Under the supervision of the Director of Long Term Services and Support, the Program Manager for the Personal Care Attendant (PCA) services, will manage the day to day operations, and approximately 8 direct care staff. We are seeking applicants with strong supervisory experience working in the human service field, as well as who is passionate about helping others and willingness to show a commitment to the Independent Living philosophy. Applicants must have the ability to troubleshoot problems and resolve escalated inquiries by PCA program consumers.

What you will be doing:

- Triage escalated consumer issues and be the person responsible for making sure the issues are brought to a satisfactory resolution
- Provide supervision and guidance to the PCA program staff and meet with staff regularly to ensure proper staff training and education on program regulations
- Track and monitor program referrals to ensure timely consumer service approval
- Communicate with community partners and funders to develop productive working relationships and referral sources
- Complete monthly and quarterly reports to demonstrate program's ability to meet contractual performance standards

Who we are looking for?

- An individual with a BA/BS in a human service or relevant concentration, can be substituted with at least three years experience supervisory experience in human services
- Preference will be given for persons living with a disability or with significant personal experience with disability

The Northeast Independent Living Program, Inc. is an equal opportunity employer and encourages persons with disabilities, women, and persons of color to apply for this position.