



JOB DESCRIPTION

TITLE: Program Manager (BCBA)

Reports to: Clinical Director

Effective Date: September 15, 2022

SUMMARY

This position is primarily responsible for conducting functional behavior analyses, generating related behavior plans, generating skill acquisition programs, ensure the effective implementation of all treatment and programming for clients aged 18 months and older on their case load by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES

Core duties and responsibilities include the following. Other duties may be assigned.

Adheres to professional and legal requirements and principles as well as demonstrating sound professional judgement at all times.

Collaborates with family, caregivers and all service providers as necessary to ensure continuity of care.

Performs direct and indirect assessments to identify the function of the client's behavior.

Collects data before and during the implementation of the plan so that the plans efficacy can be assessed and data-based decisions can be made.

Evaluate the effectiveness of the implemented behavioral intervention plan and modify or change the plan to achieve desired results.

Provides direct instruction, training and support to client, staff and family members during regularly scheduled center sessions and meetings.

Demonstrates ability to work effectively as part of a clinical team.

Provides ongoing supervision to ensure effective implementation of the behavior plan and treatment plan.

Initiates follow-up contact after initial assessments reviewing authorization process and suspected timeline for approval.

Manages caseload, prepares and submits all required documentation in a timely manner.

Reviews and evaluates the performance of the direct care technicians weekly and records feedback score to ensure the proper implementation of treatment plan.

Ensures that all treatment methodologies are evidence-based and reflect the most recent research findings.

Seeks the consultation of more experienced practitioners or identifies more appropriate referrals when necessary.

Teaches others to carry out ethical and effective behavior analytic intervention based on published research and designs and delivers instruction in behavior analysis.

Train and supervise the work of Program Manager Assistants who are beginning to learn how to manage cases and conduct FBAs.

SUPERVISORY RESPONSIBILITIES

The position may have supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees, directing work and appraising performance (if assigned) a Board-Certified Assistance Behavior Analyst, Lead RBT, BCBA candidates seeking supervision, Graduate Interns, practicum students or other similar positions.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

Intellectual

- Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations.
- Technical Skills – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal

- Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for services and assistance; Meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication – Listens and gets clarification; Responds well to questions; Participates in meetings.
- Written Communication – Writes clearly and informatively; Edits works for spelling and grammar; Varies writing style to meet needs; Able to read and interpret written information.
- Teamwork – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed.

Organization

- Business Acumen – Understands business implication of decisions.
- Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
- Ethics – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with others with integrity and ethically; Upholds organizational values.
- Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values.

Self-Management

- Judgement – Displays willingness to make decisions; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

- Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.
- Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic actions plans.
- Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats other with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity – Meets productivity standards; Completes work in a timely manner; Strives to increase productivity.
- Safety and Security – Observes safety and security procedures; Reports potentially unsafe conditions.
- Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.
- Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

Master's degree (M.A./M.S.) and have at least 4,000 hours of experience as a supervisor of less experienced clinicians.

LANGUAGE SKILLS

Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups and/or board of directors.

MATHEMATICAL SKILLS

Ability to work with mathematical concepts such as probability and statistical inference and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY

Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems. Ability to deal with non-verbal symbolism (formulas, scientific equations, graphs etc.) in its most difficult phases. Ability to deal with a variety of abstract and concrete variables.

COMPUTER SKILLS

To perform this job successfully, an individual should have knowledge of: Excel; Word: and PowerPoint.

CERTIFICATES, LICENSES, REGISTRATIONS:

Behavior Analyst Certification

WI and MI State Licensed (required after passing board exam)

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and talk or hear. The employee is frequently required to stand, walk, sit, bend and run. The employee is often required to reach with hands and arms.

The employee must regularly lift and/or move up to 20 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

The noise level in the work environment is usually moderate.

The work environment should be kept relatively free from debris and follows all safety regulations.

ACKNOWLEDGEMENT

My signature on the orientation training checklist acknowledges that I have read the above job description and agree that I can perform the responsibilities as presented. I understand this job description provides a general outline of job responsibilities and requirements and is not intended to be all-inclusive. I also understand that job responsibilities and requirements may change at any given time based on organization or departmental needs.

Name: _____ Date: _____