



## **disAbility Resource Center**

5041 New Centre Drive Suite 108

Wilmington, NC 28403

Phone: (910) 815-6618 Fax: (910) 815-6658

<http://www.drc-cil.org>

The disAbility Resource Center is a private, non-profit, Center for Independent Living that helps individuals with disabilities gain and maintain independence in everyday living and encourages them to become active members of their communities. We offer the 5 Core Services of a Center for Independent Living (Information & Referral, Peer Support, Independent Living Skills Training, Transitions for Youth and Community Based Living and Advocacy). Located in NC, we serve the five counties in the coastal region of eastern North Carolina, including the counties of Brunswick, Columbus, New Hanover, Onslow and Pender.

The Independent Living Program Manager is responsible to provide oversight and management to Independent Living assigned staff as well as providing Independent Living Services to individuals with disabilities. The Independent Living Program Manager is responsible to educate staff, interns, volunteers, the disability community and the public regarding issues related to people with disabilities, as well as responsible for the coordination and management of independent living ("IL") services for consumers with disabilities. As part of the core services of the disABILITY Resource Center, the Independent Living Program Manager is responsible for working with all ages and types of people with disabilities in setting and maintaining goals to become independent or maintain independence in the community. These services include but are not limited to: individual and systems advocacy, independent living skills training, information and referral ("I&R") services and peer support, transitional services, housing assistance, and benefits assistance to individuals with disabilities, their families and the community.

### **JOB DUTIES**

#### **Management**

- The Program Manager's primary role is to stand in for the Executive Director in his/her absence.
- Assist the Executive Director in program development.
- Supervise and train assigned direct IL and service staff, administrative staff, interns and volunteer personnel.
- Coordinate the daily process for assigned services within the different dRC programs offered to include training staff in specific areas needed to fulfill their job responsibilities.
- Review, understand, and assist in managing all contracts within the different programs and services.
- Ensure agency and departmental procedures and policies are followed.
- Ensure budget management by managing and tracking budgetary items.
- Assist with providing the necessary data to the Executive Director to complete mandated Federal and State reports, fulfilling contractual requirements of the programs and services and complying with the relevant timeline for submission.
- Manage Program and Service billings to include communicating and working closely with the Executive Director.
- Responsible for the maintenance, upkeep, and compliance audit of all Independent Living Department consumer files.
- Ensure staff is trained in Independent Living philosophy.
- Submit required paperwork, including data and outcomes for monthly contract reports and performance appraisals, on a timely basis according to contract and agency guidelines.
- Facilitate staff development and provide guidance as needed.
- Assist with the Center for Independent Living ("CIL") resource development activities. This includes but is not limited to attending outreach events, grant writing and developing partnerships with other agencies.

### **Provision of Independent Living Services to consumers**



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- Receive and respond appropriately to I & R requests, by phone, email, written request, and/or in person, providing information and making appropriate referrals in a timely manner.
- Provide one-on-one skills training with consumers and staff as needed.
- Document and compile statistics for monthly, quarterly and year-end reports.
- Maintain detailed records of all contacts made.
- Schedule and conduct an initial interview to identify nature of the service request and assist the consumer in developing goals and making necessary referrals
- Perform other duties as assigned.

### **Promote disability awareness and the Independent Living Philosophy.**

- Publicize and promote the concept of independent living throughout the CIL service delivery area by providing presentations to community organizations and assisting with all aspects of public relations.
- Serve on community wide committees, which promote community involvement and cooperative networking regarding people with disabilities.

### **QUALIFICATIONS**

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- Minimum qualifications require a Bachelor's degree in a human services or related field of study combined with a minimum of 5 to 7 years experience in a disability-related position. Prior experience working for a Center for Independent Living is preferred. This requirement can be waived when the employer identifies unusual experience and aptitude for the position based upon life experience. Prior management and

supervisory experience is required. Personal experience with disability-related issues is also preferred

## **B. Knowledge, Abilities and Skills**

- Ability to work independently and exercise discretion and independent judgment regarding the provision of services and advocacy on behalf of individuals with disabilities.
- Ability to supervise and manage employees.
- Knowledge of human disabilities and their characteristics.
- Knowledge of program coordination/direction and its implementation.
- Ability to operate effectively with the public and consumers in a professional manner.
- Ability to communicate effectively both orally and in writing.
- Ability to establish and maintain effective working relationships with consumers, co-workers, the public and other service providers.
- Advanced skill in computer operations. Must be able to use Word, Excel, Powerpoint and social media platforms.
- Ability to travel within our 5 county service area. Occasional travel to meetings, trainings and conferences in and out of the state of NC will also be required.