

**Wernle Youth & Family Treatment Center**  
**Job Description**

**Job Title:** Program Manager  
**Department:** Operations  
**Reports to:** Senior Program Manager  
**Status:** Full Time Exempt

*Position typically demands 40 to 50 hours per week and requires participation in on-call rotation and overtime coverage.*

**Job Summary:**

Provides clinical casework, and group work services to clients and their families. Participates in the development, implementation, supervision and on-going evaluation of all residential treatment, including therapeutic and behavior management, and programming. Provides leadership and supervises all aspects of the day to day operations of the assigned residential unit(s) and / or program(s) to ensure quality residence, staffing, services and compliance within COA standards; state, federal and other applicable regulations, and Wernle policies and procedures.

**Essential Duties and Responsibilities:**

- Participates in program development, evaluations and reviews individually and with clinical team.
- Implements and manages residential treatment programming and services.
- Directs, deploys, supervises and evaluates the performance and behaviors of youth counselors and unit shift supervisors in all aspects of their positions to include training and development (six (6)-Twenty (20) employees).
- Provides leadership in problem solving and decision-making at unit level.
- Provides leadership in the analysis and resolution of challenging residential care issues and behavioral management.
- Identifies, addresses and responds to employee performance and behavioral issues.
- Participates in continuous quality improvement and critical incident review teams to implement / enforce proactive and corrective changes in practices, policies and procedures, especially in, but not limited to, risk management.
- Provides leadership in all areas of compliance COA standards; state, federal and other applicable regulations, and Wernle policies and procedures.
- Provides leadership and participates in administrative functions including, but not limited to, incident reporting and review, record keeping and documentation and other required and/or necessary administrative responsibilities.
- Develops and maintains positive relationship with external customers, families and residents and employees.
- Obtains thirty-two (32) hours of continuing education credits per year.
- Participates in budget development and manages within its guidelines.
- Interviews clients in crisis situations involving social, emotional and substance abuse.
- Counsels clients, assisting them to identify and resolve problems and make effective use of resources.
- Organizes and conducts support groups for clients.
- Works closely with families of clients and provides appropriate clinical services to family.
- Maintains working relationships with staff of other agencies and institutions.
- Works collaboratively with medical staff serving clients.
- Assists clients in finding ways of adjusting to changes that will allow for a life style as comfortable as the situation will permit.
- Uses behavior management techniques as prescribed by Therapeutic Crisis Intervention, to de-escalate, redirect, and, when posing a threat to themselves or others, initiate and/or participate in physical restraints.
- Maintains defined boundaries with residents and families.
- Performs other duties as assigned.

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**Education and Experience:**

Minimum education requires Bachelor level degree in psychology, social work, sociology or relevant discipline. Master level degree preferred and/or Indiana licensed or licensed eligible as SW, CSW, MFT or MHC. Experience in management required; experience in social service provisions for similar populations preferred. Experience in lieu of education is acceptable.

**Certificates, Licenses, Registrations:**

Possesses valid driver's license and be an approved Wernle driver for insurance purposes. **(All Open Residential Units and Third Shift).**

**Physical Requirements:**

The physical requirements are not limited to, the ability to reach with hands and arms, talk, hear, stand, walk, run, sit, use hands to finger, handle or feel, climb or balance, stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. The employee is occasionally exposed to physical activities with the children that could result in physically escorting and/or restraining a child as well as physically intervening and/or removing a child to a secure setting. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

**Mental Requirements:**

The mental requirements are the ability to concentrate, take initiative, cope with stress, adapt to and stay alert in a busy work environment. Other requirements include the ability to maintain personal and emotional boundaries with residents and staff and the ability to accept and manage change and ambiguity in a variety of situations.

**Work Environment:**

The work environment described here is representative of that which an employee encounters while performing the essential functions 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 may frequently drive an automobile, taking children to appointments, recreational activities, and various other appointments. Employees may be exposed to outside weather conditions, blood borne pathogens, and a constant or intermittent high noise level that could cause distraction or hearing loss. The noise level in the work environment is usually moderate to loud.

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Employee Signature

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Date