

Ann Arbor Center for Independent Living

Position Description *Independent Living and Information & Referral Program Manager (Washtenaw & Livingston County)*

Scope: To manage and ensure a continuum of consumer and community-based independent living services and information & referral services in Washtenaw and Livingston Counties.

Reports To: Executive Director

Essential Functions

- Staff Management
 - Manage and supervise IL and I&R staff as assigned
 - Manage and coordinate IL and I&R programs, projects, and efforts in Washtenaw and Livingston Counties
 - Coordinate IL and I&R programs, projects, and efforts agency wide in conjunction with designated members of the management team
 - Participate in all management team processes, including budget-setting, staff coordination, hiring, program design and delivery, service delivery, agency management, and other management duties as assigned.
- Ensuring the delivery of IL and I&R services through:
 - Coordination of access to community resources required to achieve consumer (youth and adult) IL goals.
 - Assistance of consumers (youth and adult) through coaching, peer support, peer counseling, and social work to live effectively with a disability.
 - Design, development, implementation, and management of social and leadership groups, programs and other opportunities for and with consumers (youth and adult).
 - Participates in Individual Education Plan, Person-Centered-Planning, and related or similar meetings to advocate for consumers (youth and adult).
 - Collaboration with others to develop community partnerships to create leadership and system advocacy and/or civic participation opportunities for consumers (adults & youth) (including, but not limited to, outreach and youth advocacy efforts, community meetings, committees, and boards).
 - Oversee the use of a variety of techniques (eg Peer Support, Motivational Interviewing and Person Centered Planning, etc), assist the primary constituents of the Center to achieve their independent living and economic self-sufficiency goals.
 - Management of the loan closet in coordination with other members of the management team
 - Coordination of the phone, email, and other systems of consumer contact, and the staff managing or operating those systems.
- Actively engaging in the community to meet mission and collaborate for consumers to reach their goals
- Provide direct services to consumers including Individual and IL Services.
- Act as liaison with other community agencies, including the institution and management of formal relationships.
- Assist the Center with other projects and programs as assigned.

Organizational Functions

- Actively participates in Ann Arbor CIL resource development activities (i.e. special events fund raising, grant development, volunteer recruitment).
- Enhances the image of the CIL in person, by telephone and in written communication.
- Completes by deadline, all reports, including, but not limited to: timesheets, monthly activity reports, NetCIL time and services entries, billings, expense reports and grant applications.
- Travels within the regional service area of the Ann Arbor CIL.
- Perform other duties as assigned.

Behavioral Requirements

- Enhances the image of the CIL in person, by telephone and in written communication by modeling integrity, personal and professional ethics.
- Maintains confidential consumer information.
- Demonstrates resourcefulness, initiative and follow through as required for the effective delivery of CIL services.
- Models teamwork by effectively working in a collaborative manner through strong individual contribution, commitment and mentorship of others.
- Maintains a positive working relationship with consumers, co-workers, referral sources and others to encourage positive referral relationships.

Qualifications:

- Personal experience with disability and /or knowledge of disability issues and the consumer/community based IL philosophy.
- Commitment to the Independent Living philosophy and demonstrated ability to advocate for people with disabilities.
- Excellent communication skills.
- Good computer word processing and data entry skills.
- Management, leadership and organizational skills with the ability to balance multiple tasks, prioritize work effectively and use judgment and discretion in decision-making.
- Commitment to and ability for continuous improvement and mastery of the relevant body of knowledge related to this position.
- Master's degree preferred in Social Work, Rehabilitation, Counseling, Psychology, Occupational Therapy, Nursing or other health-related field. (Bachelor's degree and work experience a minimum.)

This job description is not intended to be and should not be construed as an all-inclusive list of responsibilities, skills, efforts or working conditions associated with the position. While it is intended to be an accurate reflection of the job requirements, the CIL reserves the right to modify, add or remove duties and to assign other duties as necessary.