



Title: Support Services Manager

Job Description

Job Classification: Exempt, Full-time

Work Schedule: As negotiated in employment letter

Reporting Relationship: Director Adult Services

Primary Accountabilities

The Support Services Manager provides oversight of an assigned residential home serving individuals with intellectual and developmental disabilities (IDD). This position supervises Residential Services Assistants and Direct Support Professionals (DSPs) and ensures appropriate staffing coverage, operational compliance, and effective implementation of individual quality of life plans. The Services Support Manager supports individuals in building independence in daily living, community participation, and personal development while ensuring services align with organizational policies, regulatory requirements, and the mission of the organization.

Major Duties:

Program Oversight

- Ensure all services are delivered in alignment with person-centered support plans and Kansas Home Community Based Services (HCBS) waiver requirements.
- Oversee daily operations of the assigned home to ensure quality services and compliance with state and federal regulations.
- Maintain compliance with KDADS regulations, Final Rule, licensing standards, and agency policies.
- Ensure timely and accurate completion of required reports, incident documentation, and follow-ups.
- Monitor implementation of individual person-centered support plans, behavior supports, and documentation requirements.
- Lead quality assurance efforts and implement corrective action plans as needed.
- Conduct routine audits of documentation, service delivery, and home environments.
- Serve as liaison during regulatory surveys and program reviews.

Individual Supports

- Support individuals in developing independence through building skills in activities of daily living, monthly calendar, personal care, and community participation.
- Implement behavior support strategies and teaching techniques.
- Monitor health, safety, hygiene, and dietary needs and administer medications if certified.

Staff Supervision & Coverage

- Must be available for on-call responsibilities 24 hours per day, including evenings, weekends, and holidays on a rotating or assigned basis.
- Respond promptly to emergencies, incidents, and staffing needs.
- Supervise Residential Services Assistant, Lead Staff and Direct Support Professionals through hiring, training, scheduling, coaching, and performance evaluation. Provide corrective action and performance management when necessary.
- Ensure 24/7 staff coverage in all homes, assist with shift coverage as needed.
- Responsible for managing call-ins for the day shift, including receiving notifications, documenting absences, and coordinating coverage to ensure appropriate staffing levels are maintained.



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- Maintain and review staff timecards for accuracy and compliance with payroll policies.
- Review, approve, or deny employee leave requests based on operational needs.
- Assist with recruitment, hiring, and ongoing staff training.
- Perform other duties as assigned.

Operations, Administration, and Communication

- Manage household and individual financial accounts according to agency procedures.
- Monitor household supplies, maintenance needs, and operational expenses.
- Facilitate team meetings, staff meetings, training, attend MFEI, MCO, PCSP.
- Serve as a liaison between staff, families, external providers, and agency leadership.
- Communicate policy updates, expectations, and service changes clearly.
- Participate in agency committee, training initiatives, and other duties as assigned.

Qualifications

- Associate's degree in human services, Psychology, Social Work, Special Education, Rehabilitation, Sociology, Business, or related field; or equivalent experience.
- Experience supporting individuals with intellectual and developmental disabilities preferred.
- Prior experience working in a supervisory or administrative position
- Ability to maintain confidentiality
- Strong organizational, leadership, and communication skills.
- Valid Kansas driver's license and proof of insurance.
- Must pass background checks by agency procedures.
- Ability to read, write, and speak fluent English.

Training Requirements

- Must meet agency requirements to be an approved driver, including acceptable driving record and RTAP cer
- Completion of orientation training and ongoing certification per agency procedures.
- CPR/First Aid certification.
- Medication Administration certification (if applicable).
- Mandt or other approved behavioral support training.

Physical Demands:

- Lift 50 pounds
- Bend, stoop, kneel, crawl and walk frequently
- Regularly required to speak and hear
- Regularly required to sit, stand, walk, reach and use hands
- Ability to read computer screens for an extended period of time

Work Environment:

- Direct contact with individuals who are severely physically and/or developmentally disabled and who may exhibit unpredictable behavior and uncontrollable outbursts. The physical characteristics of the work environment are such that noise and odor control procedures are required. May work with individuals with Hepatitis B and/or other blood borne pathogens.



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Additional Duties:

Additional duties and responsibilities may be added to this job description at any time. The job description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow any other job-related instructions and to perform any other job-related responsibilities as requested by their supervisor.

Employee Signature

Date

Supervisor Signature

Date