



## Program Manager

Reports To: Program Director

Job Classification: Management III

Hours: 40 - 43/Exempt

### Main Role Directive

The primary directive of the program manager role is to develop and manage the treatment of their assigned clients including the administrative and clinical duties. Administrative requirements include but are not limited to: maintaining complete and accurate clinical documentation, managing and scheduling clinical staff, and meeting required billable requirements based on caseload size. Clinical requirements include but are not limited to: client assessments, treatment plan development within clinical guidelines, and continued supervision of treatment implementation. A program manager is also responsible for the completion of tasks issued by the Reach High executive team and tasks that support day to day clinical operations.

## Clinical Duties

### Client Assessments

1. Complete re-assessments of each assigned client every 6 months using Reach High approved assessment tools: (Requirement: PDDBI and 1 or more of the following: PEAK, VB-MAPP, AFLS, ABLLS-R, EFL The Essential Eight)
2. Completion of an assessment summary that can be understood by the client's family.
3. Annual completion of the VINELAND-3 assessment to track treatment progress and justify treatment continuation or successful discharge.

### Treatment Plan Development

1. Revise each client's treatment plan in 6-month intervals based on assessment results.
2. Each treatment plan must meet Reach High format: Treatment progress narrative including a PLOP, clinical assessment data, treatment goal updates, behavioral intervention plan changes supported by FBA data, additional background information (family, school, medication) material to client treatment.
3. Create a behavior intervention plan that is derived from completing a Functional Behavior Assessment, with Antecedent, Reactive, and Replacement strategies.
4. Treatment plans must be completed, reviewed, and signed no later than 30 days prior to the end of each client's current authorization period.
5. Requests for updates or additional information must be completed within 7 days of being notified by the insurance company.
6. Coordinate with the program director for the completion of peer reviews for assigned clients.

### Data Sheet Development and Protocol Management

1. Responsible for maintaining up to date protocols and data sheets in Central Reach.
2. Responsible for ensuring all staff is trained on how to find protocol/program information in Central Reach.
3. Responsible for ensuring all staff is trained on how to use electronic communication systems (Central Reach, G-Suite Applications, etc.) to access real-time support during treatment.
4. Must conduct data collection and protocol writing in adherence to company policies and procedures regarding formatting and system usage, deviations must be approved by the Program Director prior to implementation.
5. Must design protocols, datasheets, and learning trees, utilizing best practices pertaining to Central Reach outlined in company policies and procedures.

### Supervision of Treatment Implementation

1. Supervise treatment implementation for assigned clients with the required weekly minimums based on caseload size:

- a. 7 or less (3 hours per client)
  - b. 8 - 9 (2.5 hours per client)
  - c. 10 or more (2 hours per client)
2. Complete supervision for all RBTs in your teaching team to meet the required monthly minimum (5%) as set by the BACB.
  3. Complete all necessary documentation surrounding RBT supervision including but not limited to, data collection within the RBT's performance review binder in the practice management system and supervision notes.
  4. Schedule and render all RBT supervision notes within a 24 hour period after each session has been completed

**Clinical Documentation Expectations**

1. Supervise and manage a caseload of up to 12 client
2. Create and maintain proper communication and activity logs of all material client interactions within Central Reach.
3. Schedule and render all billable service notes within 24 hours of session completion.

**Clinical Collaboration and Staff Training**

1. Engage and collaborate with the program management team to complete monthly clinic-wide training presentations.
2. Engage and contribute to resolving program/caseload challenges brought up to the program management team.

**Administrative Duties****Administrative Documentation and Reporting**

1. Responsible for generating and delivering reports on teaching team metrics to the Program Director within the deadlines specified in company policies and procedures.
2. Must maintain accurate documentation for all staff related complaints, issues, or corrections within 24 hours of the incident or reportable offense.
3. Must maintain accurate documentation for all client-related complaints, issues, or corrections within 24 hours of the incident or reportable offense.
4. Schedule and render all non-billable (Admin) appointments within a 24 hour period after each session has been completed.
5. Ensure personal schedule updates are maintained in your Google Calendar.
6. Responsible for meeting company minimum expectations for overall client authorization utilization across all ABA service types to promote a well-balanced approach to treatment.

**Scheduling and Staff Management**

1. Responsible for assigning staff-client pairs within your teaching team. Must obtain approval to assign staff-client pairs outside the teaching team from the Program Manager responsible for the teaching team you are pulling from.
2. Responsible for approving and managing staff call-offs and PTO usage with a focus on ensuring adequate staffing based on the clinical needs of the clients on your caseload.
3. Responsible for administering and monitoring staff corrections based on company policies and procedures for your teaching team. Staff corrections outside of your teaching team must be coordinated with the program manager responsible for that staff member.

**Parent Interactions and Family Management**

1. Must remain available (on-call) for the parents and staff on your teaching team from 7:00 AM to 7:00 PM Monday through Friday using a company-issued cell-phone ONLY.

2. Conduct and coordinate Parent Coaching at least once a month with each of your clients in adherence to billable requirements set forth by the insurance payer and company policies and procedures.
3. Maintain a record of parent contact and communications in the activity and communication log of Central Reach.
4. Responsible for developing and maintaining parent engagement and coordination regarding client treatment, protocol changes, and treatment plan outcomes.

**Teaching Team Expense Management**

1. Responsible for submitting all purchase receipts within 24 hours of approved purchases in adherence to company policies and procedures.
2. Must ensure purchases do not exceed monthly Teaching Team expense budget.

**BACB Ethical Code of Conduct**

1. Responsible for staying abreast of all requirements and expectations of the Professional and Ethical Compliance Code for Behavior Analysts.
2. Responsible for adhering to all requirements and expectations of the Professional and Ethical Compliance Code for Behavior Analysts.
3. Responsible for documenting and notifying the company of any alleged violations or situations that are not aligned with the intended purpose and meaning of the Professional and Ethical Compliance Code for Behavior Analysts.

**Program Manager Eligibility**

1. Successful Completion of Reach High Credentialing Process
  - a. Valid and clean BCBA Certification
  - b. CAQH Enrollment (Up-to-Date)
  - c. NPI Enrollment (Up-to-Date)
2. Completed Enrollment with all Reach High Insurance Payers (Based on Location)
  - a. IHCP - Medicaid
  - b. Blue Cross Blue Shield (Commercial and Government)
  - c. Caresource
  - d. IU Health
  - e. MHS Indiana
  - f. Tricare
  - g. United Healthcare
3. Caseload size must meet 5 client minimum

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform 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 is frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk and hear. The employee must frequently lift and/or move up to 25 pounds and also must often assist clients who weigh in excess of 100 pounds in standing up and sitting down.

## Compensation Package

**Base Salary: \$52,000 [66,039.42 - 82,089.28]**

**5: 57,714.30 + 8,325.12 = 66,039.42**

**12: 67,000 + 15,089.28 = 82,089.28**

### Caseload Qualifiers

Caseload Size (Max Amount)	Client Rate (per each)
7 Clients or Less (at 7: \$8,000)	\$1,142.86
8 - 9 Clients (at 9: \$11,000)	\$1,222.22
10 - 12 Clients (at 12: \$15,000)	\$1,250.00

### Billable Hours & Bonus Pay

\*\*\* The billable hours' bonus pay is subject to the full and accurate completion of all required documents (session notes, supervision notes, etc.). Failure to complete all necessary documents within the specified times outlined in the employee handbook will result in a 50% reduction of bonus payout for all affected weeks.

Billable Hour Total	Billable Hour Rate	Weekly Payout Range
20 - 25.99 Billable Hours	\$8.67	\$173.44 - 216.80
26 - 30.99 Billable Hours	\$10.84	\$281.84 - 325.20
31+ Billable Hours	\$13.01	\$403.25 - 455.28

### Education & Development Breakdown

Educational/Development Type	Budgeted Amount (Units)
Conference & Workshops (CEUs)	Up to \$2000/year (incl. travel & lodging)
Professional Membership	50% of Membership Costs up to \$200/Year

### Teaching Team Expense Budget

Each program manager is given a company card to cover operating expenses that may occur while treating clients on your caseload. The amount allotted and expense approval is at the discretion of the Program Director.

**Our Mission:**

“We believe we were put on this earth to **elevate** the quality of life, for our **people**, our **clients**, and our **field** by being better today than we were yesterday.”

I, \_\_\_\_\_, have read and understand the duties and responsibilities of the Program Manager role at Reach High. I confirm that I am able to perform the duties and responsibilities outlined in this document and agree to perform those duties with maximum integrity. I understand Reach High’s mission and I agree to uphold Reach High’s mission to the best of my ability as a Program Manager.

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