



<b>Job Title:</b>	<b>Business Manager</b>	<b>Date Approved by Board:</b>	
<b>Department:</b>	Administration	<b>Supervisory Responsibilities:</b>	Yes
<b>Position Status:</b>	Full Time	<b>FLSA Status:</b>	Exempt
<b>Supervisor:</b>	Chief Executive Officer		

**Position Summary:** Management and oversight of business operations, including all aspects of the facility, contracts, data and administrative support and needs of the staff to ensure safety and compliance. This position's primary responsibility is ensuring organizational effectiveness by providing leadership for all customers, both building and experience. Through information technology, will provide assessment and analytics of trends and opportunities for FamilyCore programs. Promote the culture and competencies of Leaders Grow Leaders; Leaders Get Measurable Results & Leaders Shape FamilyCore Culture. These competencies are:

- Leaders Grow Leaders
  - Talent recruitment, retention
  - Succession Planning
  - Mentoring
  - Professionalism, communicates effectively and stays current with technology
- Leaders Get Measurable Results
  - Innovation- New programming, new funding sources, new partnerships, or collaborations
  - Operational Excellence- Program Management, Program Delivery, Contractual Obligations, Council on Accreditation IAMME, Medicaid and other regulatory contracts.
  - Customer Excellence and Satisfaction- responses, management, and participation
- Leaders Shape FamilyCore Culture
  - Transformation that crosses total FamilyCore impacts
  - Collaboration that impacts FamilyCore
  - Ambassador internal and external to FamilyCore, marketing all services

**Responsibilities:**

- Manage and maintain building contracts standards - a safe, clean and efficient environment.
- Oversees the supervision of personnel, which includes work allocation, training, promotion, enforcement of internal procedures and controls, and problem resolution; evaluates performance and makes recommendations for personnel actions; motivates employees to achieve peak productivity and performance.
- Develops and implements systems and processes to establish and maintain records for the operating unit.
- Maintains current information as to trends and developments in business; presents recommendations for marketing of programs.
- Develops or assists with the development and implementation of policies and procedures consistent with those of the organization to ensure efficient and safe operation of the unit.
- Participates in development, implementation and maintenance of policies, objectives, short-and long-range planning; develops and implements projects and programs to assist in accomplishment of established goals.
- Adhere with all standards and laws including, but not limited to, Council on Accreditation, IAMME and Medicaid standards and local, state and federal laws.

- Ensure and oversee all data entry and integrity of system with collection, analysis, and presentations for FamilyCore compliance to include, but not limited to, Council on Accreditation, IAMME, Medicaid, contracts and other regulatory bodies.
- Ensure all forms and processes for staff online repository are current and in compliance with all Council on Accreditation, IAMME, Medicaid, contracted expectations, and regulatory bodies.
- Oversee and manage intake of clients and customer experience and access to services through screening, triage, and compliant fee establishment and billing.
- Ability to organize and maintain data and confidential information.
- Develop and maintain working relationships with all internal and external clients, vendors, and approval entities.
- Ensure Operations Department operates in a fiscally responsible manner and manage and respond to all contract requirements.
- Organize and maintain all Information technology needs of staff and troubleshoot, triage, and refer to IT consultant if necessary.
- Oversee the development and maintenance of procedures and distribution of quality documentation that complies with the requirements of accreditation, licensing, and contracts.
- Collaborate and contribute to team and FamilyCore quality improvement and evaluation activities.
- Ensure safety protocols and policies are practiced at all times.
- Assume responsibility for professional development and cultural competency.
- \*Perform other duties as assigned.

## **Requirements:**

### **Educational:**

- Bachelor's degree; at least 3 years of experience directly related to the duties and responsibilities specified.
- Completed degree(s) from an accredited institution that are above the minimum education requirement may be substituted for experience on a year for year basis.

### **Competency:**

- Ability to gather, evaluate, present and report to executive teams and external stakeholders.
- Collaborate and contribute to the team and FamilyCore quality improvement and evaluation activities.
- Oversee the development and the maintenance of procedures and distribution of quality documentation that complies with the requirements of accreditation, licensing, and contracts.
- Promote and demonstrate commitment to FamilyCore's mission, vision, and values.
- Strong skills in the areas of fiscal, personnel, and administrative management.
- Highly responsive to client and staff needs with respect to the National Association of Social Workers Code of Ethics.
- Excellent planning and organizational skills
- Knowledge of contracting process and associated local, state, federal, and other regulations.
- Skill in the use of computers, preferably in a PC, Windows-based operating environment.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to develop and maintain recordkeeping systems and procedures.
- Ability to communicate effectively, both orally and in writing.
- Ability to analyze and interpret financial data and prepare financial reports, statements and/or projections.
- Skill in examining and re-engineering operations and procedures, formulating policy, and developing and implementing new strategies and procedures.
- Ability to develop, plan, and implement short- and long-range goals.
- Knowledge of marketing strategies, processes, and available resources.

- Ability to effectively communicate accounting information, policies, and/or procedures in a manner easily understood by the customer.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Knowledge of management principles and practices.
- Ability to foster a cooperative work environment.
- Employee development and performance management skills.
- Ability to develop financial plans and manage resources.
- Ability to analyze, process, organize and maintain data and confidential information.
- Ability to establish and maintain a client focus.
- Ability to set and maintain professional boundaries with clients.
- Utilize time tracking software and all other software required to fulfill duties.
- Must possess valid Illinois Driver's License in good standing and proof of valid vehicle insurance.
- Must pass required background check.
- Safe, reliable personal vehicle, to be used for FamilyCore business.
- Ability to be sensitive and understanding of cultural and lifestyle differences of all people regardless of race, religion, sexual orientation, age, or background.
- Successfully complete FamilyCore training as required.

**Physical:**

- Frequent sitting lifting, pulling, and pushing up to 25 lbs.
- Regular walking, grasping, fingering, standing and other physical activities related to an office environment.
- Occasional stooping and reaching overhead.
- Operate general office equipment, including multi-line phone, fax machine, printer, copier, and personal computer, with or without dual monitors.

**Work Environment:**

- Work occurs in an office environment. Occasionally exposed to outdoor weather conditions.
- May be subject to noise, distraction, and interruptions.
- May be subject to difficult client interactions that involve behavioral and emotional challenges.

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee Name Printed: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

**FamilyCore is an Equal Employment Opportunity Employer**

*\*Clarification for 'Other duties as assigned': This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice".*