



Job Description

Program Assistant		
Department: Administrative	Supervisor: Program Manager	Classification: Non-Exempt

General Description

The Program Assistant supports the Program Manager in the daily operations of the group home program, ensuring quality care, regulatory compliance, and efficient service delivery for individuals with intellectual and developmental disabilities (IDD). This role provides administrative, operational, and direct support to promote the smooth functioning of the program and enhance the quality of life for the individuals served. This position requires a high level of attention to detail and the ability to navigate complex Maryland DDA systems. You will act as a "right hand" to the Program Manager, helping to translate program needs into organized, actionable data.

Job Duties

- Assist the Program Manager with daily oversight of group home operations, ensuring consistent implementation of policies, procedures, and care standards.
- Support in monitoring staff performance and providing guidance or feedback as directed by the Program Manager.
- Help coordinate staff schedules, shift coverage, and communication to always ensure adequate staffing.
- Assist with tracking and organizing documentation, including daily logs, incident reports, medication records, and appointment follow-ups.
- Communicate with healthcare providers, families, and other stakeholders as needed to support individual needs and program goals.
- Assist with planning, coordinating, and attending medical appointments, community outings, and individual support meetings.
- Support with the onboarding and training of new staff, ensuring they are familiar with routines, documentation, and individual support plans.
- Conduct walk-throughs of the home to help ensure cleanliness, safety, and regulatory compliance.
- Report any concerns regarding staff, individuals served, or facility operations to the Program Manager promptly.
- Support with inventory, ordering of supplies, and maintaining proper documentation related to program needs.
- Help coordinate team meetings, prepare agendas, and assist with follow-up on assigned tasks.
- Fill in and provide direct care as needed in emergencies or during staff shortages.

- Other duties as assigned

Additional Functions

- Frequently required to reach with hands/arms, repetitive: stoop, kneel, bend/twist, push and pull.
- Frequently required to stand, walk, and sit.
- Regularly required to lift/transfer varied weight limits, with assistance of staff or device.
- Required to utilize general and specialized office equipment.

Knowledge & Abilities

- Ability to interpret and apply regulatory requirements (e.g., COMAR, DDA guidelines).
- Strong written and verbal communication skills, including the ability to document observations and interactions professionally and clearly.
- Ability to handle confidential information with discretion and maintain professional boundaries.
- Competence with basic technology tools including email, Microsoft Office (Word, Excel), and electronic health or case management systems.
- Ability to remain calm and effective during crisis situations or emergencies.
- Strong interpersonal skills with the ability to build positive working relationships with staff, individuals served, and external partners.
- Prior experience with iCareManager (ICM) and LTSS is a significant plus.
- Ability to manage multiple priorities while maintaining attention to detail and meeting deadlines.

Education, Licenses, & Training

- High school diploma or equivalent required; Associate's or Bachelor's degree in Human Services, Healthcare, or a related field preferred.
- At least 1 year of experience in a group home or direct support setting required.
- Strong communication, time management, and organizational skills.
- Ability to work both independently and as part of a team in a fast-paced environment.
- Familiarity with regulatory standards (such as COMAR regulations) and documentation requirements in a group home setting is a plus.
- Valid driver's license and ability to transport individuals if needed.
- Must be dependable, detail-oriented, and committed to supporting individuals with dignity and respect.

Shift

- Monday – Friday 8:30am – 5:00pm and flexibility to accommodate individual needs and schedule variations.



Job Description

Every effort has been made to make your job description as complete as possible. However, it is in no way stating or implying that these are the only duties you will be required to perform. The omission of duties does not exclude them from the position if the work is similar, related or is a logical assignment to the position.

Acknowledgment Statement: I have read this job description and understand what is expected in this position.

Signature: _____

Date: _____