**Program Managers are accountable for overall performance of their team by ensuring all your employees have adequate training.**

Maintains compliance by reviewing and understanding the following:

* The DSS mission statement, vision, [Administrative Manual](https://dssintranet.mo.gov/personnel/manuals-and-forms/administrative-manual/chapter-2-personnel/), and Income Maintenance Policy Manual
* All policies, procedures, rules, and regulations (Federal, State, DSS)

Schedule sick and annual leave responsibly and do not abuse sick leave. This is accomplished by:

* Complying with established work schedules including arrival/departure times and meal/break periods unless prior supervisory permission is granted
* Managing absenteeism and vacation schedules to minimize negative effect on production and coverage
	+ Ensuring Field Program Managers are monitoring their team members’ schedules to minimize negative effects

Professional Development and Training:

* Responsible for actively pursuing opportunities for growth and development of self and team members
* Demonstrate willingness to accept constructive feedback and has the ability to deliver constructive feedback to subordinate staff in a professional and private manner
* Encourage open, accurate, and respectful dialogue focusing on two-way communication and workspace creativity
* Complete 40 hours of Management Training annually
* Identify specific training needs for each person in your unit
* Prepare and present on-going training, coaching, and mentoring to each team member

Clearly communicate Key Performance Indicator’s (KPIs) and Objectives by:

* Ensuring Field Program Manager know and adhere to their objectives and address concerns as they arise
* Monitoring your teams' metrics to ensure alignment with departmental goals and priorities
* Monitoring your workday and the workday of team members to ensure effective use of work time

Promptly identify, address, document, and monitor disciplinary actions by:

* Understand how to properly document meeting notes, Employee Incident Reports (EIR), Performance Improvement Plan (PIP), etc. when appropriate
* Address and document performance or conduct concerns in an accurate and timely manner
* Proactively communicating with Human Resources and appropriate management partners regarding performance or conduct issues that require their involvement
* Ensuring any necessary follow-up on disciplinary plans or actions is documented and completed
* Demonstrating consistency in gauging performance and in making disciplinary decisions
* Developing and documenting appropriate plans to address any team member’s positive and negative performance trends once identified
* Assisting in creating/developing corrective action plans as needed
* Ensuring disciplinary plans/actions are taken
* Being continuously aware of any corrective action plans created by your team members and assist as needed

Excellent Customer Service is achieved by:

* Collaborating with your peers to develop the higher level understanding of your role
* Establishing a good rapport with internal and external customers
* Encouraging excellence, teamwork and unity among staff, peers, and other team members statewide
* Supporting an environment where co-workers are treated with courtesy, respect, and dignity
* Working as a team with peers and managers within FSD and other divisions
* Ensuring professionalism in all interactions and being a positive role model for staff

Monitor Field Program Manager to the adherence to the state case review plan as they arise by:

* Following existing state case review plan protocols

Huddles with Field Program Manager - 15 minutes or less:

* Schedule a minimum of once a week
* Share trends and concerns

Monitor staffing levels by:

* Maintaining executive level awareness of budget constraints
* Communicating critical hire requests

Effective and Continuous Communication by:

* Regularly communicating to your Deputy Director what is happening with your teams; both positive and negative
* Escalating appropriate concerns to your Deputy Director, i.e. threats, safety
* Sharing Executive-level directives in a timely manner
* Identifying and assign areas of responsibility appropriately

Assist direct staff to facilitate their in-person support to team members by:

* Monitoring and evaluating day-to-day operations, reports, and service delivery to ensure that staff and office procedures are efficient, timely, and accurate

ENGAGE:

* Use Employee Self-Service Portal to set up and confirm monthly supervisory ENGAGE meetings
* Send Outlook invitations notifying supervisory staff of ENGAGE meetings
* Ensure supervisors are following ENGAGE protocols and maintain ENGAGE Notebook(s) to document conversations with their staff
* Encourage upward feedback
* Provide evaluation feedback to direct reports
* Discuss team member’s performance relative to Objectives and KPIs at each ENGAGE meeting, [Performance Measures and KPIs – IM Resources (mo.gov)](https://fsdimresources.mo.gov/?knowledge_base=performance-measures-and-kpis)

Professionalism is achieved by:

* Supporting an environment where peers and staff are treated with respect and dignity
* Working as a team with peers and managers within FSD and other divisions
* Ensuring professionalism in all interactions and be a positive role model for staff
* Demonstrating the ability to handle/diffuse intense situations in a calm, reasonable, and professional manner

Other duties as assigned:

Willingly seeks and accepts additional or alternate assignments and complete within designated specifications and timeframes

Signature:

Date: