

Job Title: No Wrong Door Program Manager  
 Requisition Number: JO-1511-3971  
 Grade: 13  
 Salary Range: \$84,136.00 - \$117,789.00  
 Promotion Potential: No  
 Agency: Disability Services  
 Location: 1125 15th St NW  
 Area of Consideration: Open to the Public  
 Opening/Closing Date: 11/10/2015 - 11/20/2015

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### No Wrong Door Program Manager

MS-0343-13  
 \$84,136 - \$117,789

Management Supervisory Services (MSS-AT WILL)  
[Job Summary](#)

If you like to stay busy and immersed in cultural activities, then Washington, DC is the place to be! Museums, restaurants, great climate, green space and job opportunities are among the many positives of living in the Nation's Capital. Not to mention the residents of the District of Columbia are highly educated and the region has some of the best schools in the country. Each day the District of Columbia continues to be ranked in the top 10 of thriving city indicators where you can live, work and play.

This position is located in the Department on Disability Services (DDS) State Office of Disability Administration (SODA). The incumbent has overall responsibility for the coordination of activities and completion of deliverables for the District of Columbia's No Wrong Door Implementation grant. The Program Manager is responsible for oversight of the program, which includes supervising program staff, overseeing implementation of all grant activities, providing support for No Wrong Door implementation, coordinating activities with the No Wrong Door Leadership Council, and completing all reporting requirements.

#### MAJOR DUTIES

The incumbent is expected to plan, develop and coordinate activities of the No Wrong Door (NWD) project, based on the approved federally-funded Implementation Plan and in coordination with the NWD Leadership Council. Convenes and/or oversees the activities of work groups to plan and implement NWD activities (e.g., person-centered practices, stakeholder engagement, streamlined access to programs, etc.), including the development of a NWD strategic plan. Coordinates meetings for the Leadership Council and its work groups, and tracks and records meeting and partner activities. Completes and submits all required and requested reporting of NWD activities, including data collection and completion of all deliverables.

Provides planning, guidance and technical assistance to partner program managers, administrators and staff, as needed to ensure the implementation of the NWD Implementation plan in areas such as governance and administration; public outreach and coordination with key referral sources; person-centered counseling, planning and practices; and streamlined access to public programs. Anticipates major problems and provides guidance to eliminate or minimize their effect on the organization.

Ensures compliance with federal and district regulations in the provision of service delivery to persons with disabilities. Apprises the DDS Director and SODA Program Manager of progress, accomplishments, and potential problems affecting the Implementation of grant activities and deliverables.

Provides supervision and guidance to subordinate staff by assigning work and formally evaluating the performance of the work; planning and revising work schedules; training and instructing subordinates; interviewing candidates; recommending appointments, promotions, reassignments, training, and awards; coordinating work with representatives of other units and partner agencies; planning resource needs; and reporting to higher level supervisors and managers on workload and accomplishments. Provides final approval or resolves problems arising over leave usage of subordinates.

Performs other duties as assigned.

#### Qualifications

Applicant must have one (1) year of Specialized Experience at the next lower-grade level. Experience that equipped the applicant with the particular knowledge, skills and abilities to perform successfully the duties of the position, and that is typically in or related to exercising broad latitude in planning, controlling and coordinating the overall program management for the project.

Specialized experience that includes: overseeing implementation of all grant activities, keeping the supervisor informed of the status and progress of program activities, coordination efforts, policy development, etc.

#### Education

Minimum requirement: An equivalent combination of education and grant and project management experience required.

Master's degree in public administration, business administration, disability studies, or a related field is desirable.

#### Non-Union

Management Supervisory Services (MSS-AT WILL)

#### Work Experience

Experience in grant and project management.

Experience working collaboratively with diverse teams of people: professionals, caregivers, service recipients, family members, members of the public.

Excellent skills in communicating effectively both orally and in writing.

Skill in the use of computer software, e.g., Microsoft Office, project management and Internet research.

Licensures, Certifications and other requirements

None-Office equipment (e.g., computer, copier) - "Typical office equipment (e.g., computer, copier), AV equipment"

Work Environment

The work is primarily sedentary, although some slight physical effort may be required.

Work is typically performed in an adequately lighted and climate controlled office. May require occasional travel.