



Leader Standard Work - Program Manager

Month

Updated: 11/2/22

Daily Activities	Week 1					Week 2					Week 3					Week 4					Week 5				
	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F	M	T	W	T	F
Email/Phone Messages																									
Review service referrals per Matrix																									
Check investigative screens for reports																									
Staff cases as required																									
Gemba common space to ensure clean, safe, and engage staff																									
Review transfer board and ensure case assignments and timely transfers																									
Ensure coordination and follow-up on all courtesy requests																									
Service request approval																									
Check PM Dashboard																									
Staff all removals																									
Self-care																									

Day of week	Weekly activities	Week 1	Week 2	Week 3	Week 4	Week 5
	Conduct Huddle Board Meeting					
	Review data for Program Manager (PM) call					
	Attend PM Accountability Meeting/Call					
	Staff/Gemba Permanency Dialogue as applicable					
	Address open grievances/actions					
	Submit and follow up on Unusual Incident Reports (UIR)					
	Ensure transfer of cases for pending vacancies (reference Standard work)					
	Conduct Supervisor's meeting (2x per month) includes 1 Group Supervision					
	Complete equalization actions					
	Ensure interviews are scheduled for all appropriate candidates					
	Process any travel reimbursement claims					
	Review Section Huddle Board and Countermeasures					
	Review Unit Process Adherence Visual Management					
	Discussion with staff who submit letter of resignation					
	Submit timesheet					
	Approve leaders timesheets					
Friday	Ensure all reports are assigned					

