

Job Description

Reports to: Chief Operating Officer

FLSA Status: Regular, full-time position; exempt from overtime -Salaried

Summary:

- Under the general direction of the Chief Operating Officer, the MD Residential & Day Program Director provides overall management and direction for specific residential programs including management of MD staff, and controlling the budget, implementing policies and procedures, participating in meetings, coordinating/integrating the program with others in the organization. Represent the Agency by promoting and modeling our mission and core values in all interactions. Ensure the implementation of programs and services for DCS's individuals and families that are in accord with the mission and philosophy of DCS, applicable State and Federal regulations, and agency policies and procedures.

Essential Duties and Responsibilities:

- Provide leadership, support, and guidance to Residential Managers of the MD Residential Group Homes and Day Program Services.
- Ensure each residential homes MATRIX rates and staff ratios are in compliance with DDA (Developmental Disabilities Administration) and the schedules are reflective of the client's needs.
- Provide management with training in the areas of regulatory compliance, person-centered planning, conflict resolution, supervisory skills, and upkeep of the actual residence via regular supervisory sessions with Residential Managers using a combination of joint and individual sessions.
- Maintain written logs of supervisory sessions and monitor staff follow-up on recommendations.
- Visit each residence regularly to monitor programs, records, and services to individuals.
- Review QIDP and CFA follow-up and provide oversight for initiatives in quality improvement.
- Assist residential personnel to prepare for audits and assist in implementing suggested and/or necessary program changes identified by auditors.
- Support the clinical teams in each location to ensure optimal outcomes for the individuals we serve.
- Conduct incident investigations and follow-up. Make senior staff aware, including the HR Manager.
- Assist in interviews with potential residential managerial staff when needed.
- Attend agency and community functions, outside the regular work schedule, as requested by the supervisor.
- Encourage and promote professionalism in our programs

DCS MD RESIDENTIAL & DAY PROGRAM DIRECTOR

- As requested by the supervisor, active participation in committees, internal and external to the Agency, Mission, Strategic Plan, and Programs related to residences.
- Conduct annual performance reviews of Residential Managers and participate in annual performance evaluations of DSP's and clinicians.
- Participate in inter-departmental meetings of the agency.
- Adhere to Company Compliance Guidelines of DCS.
- Be available for agency events, or community and fundraising events as requested.
- All other duties as assigned by supervisor.

Work Hours:

Monday-Friday 8am-5pm -Based on the needs of the Agency.

Qualifications / Skills:

- Visionary leadership
- Ability to motivate a workforce
- Effective management and delegation
- Working with Cross functional teams
- Presentation
- Strong financial acumen
- Problem solving
- Effective decision making
- Leadership
- Communication

Education, Experience, and Licensing Requirements:

Associate or bachelor's degree in psychology, social work, social science, sociology, human services, or counseling preferred.

Minimum of 5 years with the developmentally disabled population with 3 of those years in program management; Excellent communication and organizational skills.

Supervising experience: 5 years

Conditions of Employment:

- Minimum of 18 years of age.
- Pass criminal history background check.
- Negative results on pre-employment and random drug/alcohol tests.
- Must maintain a valid driver's license with no more than 4 points.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork - Exhibits objectivity and openness to other's views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

Computer Skills – To perform this job successfully, an individual should have a strong knowledge of computer operating systems.

Customer Service – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff needs; Solicits feedback to improve service; Responds to requests for service and assistance.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Interpersonal Skills - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Oral and Written Communication - Listens and gets clarification; Responds well to questions; Participates in meetings; Read and comprehend written and verbal instructions. Writes clearly and informatively.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

WORKING CONDITIONS AND PHYSICAL DEMANDS:

The environmental factors described here are representative of those that may be present in the workplace while the employee performs the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. While performing the duties of this job, the employee is required to:

- Stand; walk; use hands to finger, handle, grasp or feel *-frequently*
- Reach with hands and arms; push and pull up to 25lbs, and talk, hear and smell *-frequently*
- Stoop, kneel, or crouch *-frequently*
- Sitting and/or standing *-frequently*
- Lift and/or move up to **25** pounds *-frequently*
- Specific vision abilities required by this job include close vision, distance vision, color vision and the ability to adjust focus. *-frequently*
- Employee will be exposed to odors, dust, fumes, and noise. *-occasionally*
- Employee will be exposed to outside environmental conditions *-occasionally*
- Climbing stairs *-occasionally*
- Travel may be required *-frequently*
- Employee must be able to receive, understand, and communicate verbal and written instruction and communicate in the English language.

Employees Signature _____ Date _____