



Division Manager DIVM

Department: Residential

Date Most Recent Update: April 23, 2015

GENERAL DESCRIPTION OF POSITION: Under the general supervision of the Director of Residential Services, has the primary responsibility for the day to day operation in the residential programs, ensuring that persons served are able to access quality services in an efficient and cost effective manner. Also responsible for the provision of case management; advocacy and support to persons served and ensures individual's goals and services are implemented as agreed upon at the IP. Provides leadership and direct supervision for multiple sites within Residential Services.

PRIMARY JOB FUNCTION(S):

1. Supports Individuals Served in order to Achieve their Desired Goals and Objectives
 - a. Supervises the day-to-day operation of the homes in a manner that complies with regulations and Agency standards.
 - b. Conducts scheduled and unscheduled site visits on a weekly basis to review environment, documentation, staff and person served activities/interactions to ensure compliance with Agency and regulatory standards. Visits should rotate to different shifts over the month; completes weekly audit forms to document visits.
 - c. Coordinates the Individual Plan (IP) planning process within prescribed time frames; including the assembly of a team that is both optimal for the process as well as preferred by the individual.
 - d. Serves as the primary point person for the individual served; providing updates, responses and follow-up on a timely and regular basis to all concerned parties.
 - e. Develops the IP for presentation at the IP meeting, reviews the draft IP and submits corrections to the Service Coordinator in compliance with regulatory requirements/timelines.
 - f. Ensures that profile data is current in Client Profile System (CPS) and that current IP's and reviews are uploaded in CPS. Approves attendance monthly.
 - g. Facilitates the scheduling of interim meetings as needed and follows up on agreed upon actions discussed at the meeting.
 - h. Reviews family and person served surveys and provides follow-up as needed.
 - i. Assists with developing, implementing, and following up on plans of corrections to address problems noted during visits from Agency personnel, funding and regulatory agencies, and results of quality assurance reports.
 - j. Participates in the admission/transfer process of persons served.
 - k. Monitors implementation of individual programs, including behavioral programs, programs documentation, directing feedback to the team and ensuring that the necessary materials, etc. are present to carry out the specific programs.
 - l. Assumes on call responsibilities established by the Director of Operations.
 - m. Assumes other duties, responsibilities, and projects as assigned.

2. Ensures Fiscal Sustainability
 - a. Reviews staff time sheets weekly and submits to Payroll according to identified timeframes.
 - b. Responsible for the Individual Maintenance Allowance process including requests for funds as well as monitoring of income and expenses.

3. Ensures the Health and Safety of Persons Supported and Staff
 - a. Responsible for ensuring that service and medication books are up-to-date, current, and filed appropriately.
 - b. Closely monitors health and safety concerns related to the persons served on their caseload and relays information to all relevant parties on a consistent, regular, and timely basis.
 - c. Ensures the proper and timely completion of incident reports and the appropriate notifications of incidents as determined by Agency and Developmental Disabilities Administration (DDA) policies and procedures. Reviews incident reports for assigned persons.
 - d. Takes necessary action in emergency situations in accordance with agency policies and reports such incidents to appropriate personnel per Agency policy and procedure.

4. Develops Relationships with Stakeholders and Engages them to Enhance the Quality of Persons Supported Lives
 - a. Responds timely to internal and external customers to ensure service excellence.
 - b. Works cooperatively with others including all staff, supervisors, administrators, co-workers, persons served, community professionals, customers, vendors, and the public.
 - c. Attends weekly administrative meetings.

5. Ensures a Competent and Well Trained Workforce is in each residence
 - a. Completes performance evaluations for House Manager(s) and ensures performance evaluations are completed for all direct support staff within specified time frames.
 - b. Reviews and approves all written communications completed by House Manager prior to presentation to direct support staff.
 - c. Responsible for the completion of all staff training within required time frames.
 - d. Ensures that staff are properly oriented and trained on the job.
 - e. Uses technology to perform job functions and ensures the same for staff.
 - f. Participates in the hiring process for selection of employees including interviewing and making recommendations.

6. Provides Leadership to direct reports and Coordinates Support for Operations
 - a. Supervises the House Manager directly and direct support staff indirectly to ensure accountability.
 - b. Establishes the direct support staff schedules of each site and modifies in collaboration with the appropriate personnel.

- c. Establishes a work schedule that is flexible to meet the needs of the operations of the homes which includes regular weekend and evening hours.
 - d. Attends and conducts house staff meetings at least bi-monthly.
7. Maintains Compliance with Regulatory Standards, Policies, Procedures, and Licensing
- a. Ensures fundamental rights issues are presented to Human Rights Advisory Standing Committee (HRASC) in compliance with regulatory standards.
 - b. Assists with developing, implementing and following up on plans of corrections to address problems noted during visits from Agency personnel, funding and regulatory agencies, and as a result of quality assurance reports.
 - c. Attends work regularly according to assigned work schedule and in accordance with Agency policy.

REQUIREMENTS:

EDUCATION: Bachelor of Arts or Science degree from an accredited college or university with an emphasis in the areas of education, human services, psychology, social sciences or related field is strongly preferred.

EXPERIENCE: Two years of experience managing the daily operations of multiple residential sites. Two years supervisory experience. Two years of experience working with persons with intellectual disabilities. Must have a car and an acceptable driving record as determined by criteria established by the Agency's insurance carrier and Agency policy.

NOTE: At the discretion of the Personnel Officer, additional related experience and/or education may be substituted in lieu of the requirements specified above under Education and Experience.