

POSITION: Residential Operations Director

HOURS WORKED/ENVIRONMENT: Full Time, Residential Sites, Flexible Hours, Nights and Weekends Required

REPORTS TO: Executive Director

CLASSIFICATION: Exempt

POSITION OVERVIEW

Forward Visions provides residential group home and personal support services for adults with intellectual and development disabilities. The Residential Operations Director (ROD) oversees the operations of twelve residential group homes. The ROD reports directly to the Executive Director and is a member of the executive management team. The ROD develops and implements residential program policies and procedures and is responsible for: monitoring and analyzing services; ensuring the quality and appropriateness of client care via the individuals PCP; managing residential staffing and ensuring staff ratios are in compliance; and all functions related to residential group home services. The ROD must have deep knowledge of DDA, COMAR, OHCQ, and Medicaid rules and requirements related to group home residential services. The ROD supervises residential coordinator(s) and other residential staff as assigned. The ROD works closely with the administrative team and may conduct other duties as assigned.

Essential Functions

- Directs, manages, and oversees the operations and delivery of all functions related to residential group home services.
- Oversees the implementation of monitoring systems for evaluation of services and protection of clients' rights, implements corrective and/or preventative action as indicated.
- Completes DSATS and Cost Detail Reports. Ensures appropriate levels of care are in place for all clients. Submits DDA cost clarifications as client's needs change. Assists with the agency transition of residential services into LTSS.
- Audits the agency case management system to ensure documentation meets DDA and Medicaid requirements. Ensures the residential services meet LTSS documentation requirements.
- Organizes and directs service delivery by planning and scheduling program activities and coordinating specialized support services.
- Conducts team meetings to resolve programmatic and management issues and makes recommendations to executive director for program needs.
- Personnel functions include interviewing, hiring, new hire orientation and training, ongoing training, performance reviews and evaluations.
- Develops, plans, and oversees the implementation of training programs such as programmatic techniques, client training, behavior shaping methods, data collection techniques, varied care-providing techniques, and protection of clients' rights.

- Maintains a comprehensive record-keeping system which ensures the rights of the clients being served are not compromised.
- Participates on committees and task forces as assigned.

Duties and Responsibilities:

- Provides leadership by creating and promoting a work environment which encourages recognition, communication, professional development, and teamwork, while demonstrating a commitment to the agency values, mission, and goals.
- Ensure the individuals who receive services are supported in realizing their aspirations and goals. Ensure individuals can develop meaningful relationships.
- Responsible for the supervision, design and implementation of program activities, community activities and skills development for clients participating in the program.
- Conducts constructive staff performance appraisals and ensures valid and timely completion of all evaluations in accordance with agency policy and procedures.
- Assists in the selection of competent staff. Conducts staff development training which includes orientation and timely completion of training requirements as dictated by agency policy. Encourages staff initiative to support retention and professional growth opportunities while reducing turnover and upholding agency policy and procedures.
- Ensure high level of maintenance and housekeeping in the homes. Coordinate and oversee daily, weekly, and monthly house schedules.
- Communicates with physicians, day programs, service coordinators, nurse agencies, and families.
- Report all incidents as required by the Office of Health Care Quality and Forward Visions.
- Conduct and document monthly/one-on-one meetings with residential team managers.
- Process and reconcile end of the month paperwork.
- Attends PCP meetings, developing annual PCPs, and ensures staff are trained on implementing PCPs. Reviews outcomes and goals quarterly.
- Review and conduct weekly/biweekly audits of the data software system. Ensure correctness of time sheets before presenting for final approval. Assist with the preparation of staff schedules. Conduct periodic, unannounced site visits.
- In collaboration with HR present disciplinary action
- Fill in as and residential team manager as needed.
- On – call with a rotating schedule
- Other duties as assigned.

Education and Experience

- Bachelor's degree or higher is required. A degree in a related behavior science field is preferred.
- Three years' experience in human services program administration is required. DDA residential group home experience is required.
- Three years' experience working with persons with intellectual and developmental disabilities is required.
- Comprehensive knowledge of COMAR, DDA, OHCQ, and Medicaid regulations related to the care of intellectually and developmentally disabled individuals is required.
- Experience with the LTSS system and LTSS billing is preferred.
- Three years' experience in staff supervision which includes planning, assigning, reviewing, and evaluating the work of others is preferred.
- Experience in budget management and control within set policies and procedures.
- Full certification in DDA mandated trainings is required within four months of hire.
- Ability to work evenings and weekends is required.

Desired Competencies

- Highly creative in problem solving and determining appropriate courses of action.
- Ability to establish and maintain effective working relationships with staff, clients, and families.
- Highly organized and detail oriented
- Ability to work effectively in a fast paced, team environment.