

## **Assistant Director of Residential Services**

**FLSA Status: Exempt**

**Hours: Full-time**

**GENERAL DESCRIPTION OF POSITION:** Under the supervision of the Director of Residential Services, has the primary responsibility for the operation of a component of the residential program, ensuring that individuals can access quality services in an efficient and cost-effective manner. Provides oversight and supervision to a group of Program Managers.

**PRIMARY JOB FUNCTION(S):**

1. Provides oversight, supervision, onboarding, and training to Program Managers.
2. Floater management, including but not limited to, general oversight and supervision, conducting monthly Floater meetings, ensuring fulfillment of Floater Agreements, and ensuring agency trainings and requirements are in compliance.
3. Ensures Individual attendance is correct in iCM, to reflect the services have been provided.
4. Conducts monthly Residential Supervisor meetings with each county.
5. Conducts at least 2 Program Manager Case Load Audits, per month, to ensure Quality Supports are being provided, including, but not limited to, physical site visits, plan review, service notes, medical services, individual activities/interactions and to ensure compliance with Richcroft and regulatory standards.
6. Participates in development and implementation of the Agency Strategic Plan with Director of Residential.
7. Works closely with families to ensure smooth transition into Richcroft services and ensures individual's needs are being met.
8. Trains Program Managers on an ongoing basis on how to provide quality documentation in iCM.
9. Reviewing and approving payroll for Program Managers.
10. Ensures requisitions, house schedules, and worked hours are aligned with funded hours for each house
11. Attends PCP meetings as needed.
12. Works closely with and provides input to the Director of Quality Assurance with regard to reviewing incidents, reporting, investigations, addressing concerns around trainings, policies and procedures, and ensuring plans of corrections are being implemented.
13. Works closely and regularly collaborates with other department heads to ensure quality supports, engaged team, and financial excellence is being achieved.
14. Assists with recruiting of Residential staff as needed.
15. Follows up on concerns and complaints in a timely and responsive manner. Responds timely to internal and external customers to ensure service excellence.
16. Assumes other duties, responsibilities and projects as assigned.