



<b>Position Title</b>	Director, Supportive Housing Services	<b>Job Category</b>	Salaried
<b>Department</b>	Supportive Housing Services	<b>Manager</b>	Associate Executive Director
<b>Location</b>	Homewood Road	<b>Travel Required</b>	Limited
<b>Salary Level</b>	Administration	<b>Position Type</b>	Full-Time
<b>Position Summary</b>			
<p>The role of the Director of Supportive Housing Services involves overseeing day-to-day operations, leading and training a team, managing performance, ensuring program documentation is accurate and timely, monitoring budgets, and maintaining relationships with individuals, families, and guardians. The role also involves addressing health and medical needs, conducting investigations, cooperating with audits, inspections, and additional tasks as assigned.</p>			
<b>Position Responsibilities</b>			
<ol style="list-style-type: none"> <li>1. <b>Support Team Operations:</b> <ul style="list-style-type: none"> <li>• Support the day-to-day operations and challenges of the Supportive Housing Services team.</li> <li>• Work towards achieving programmatic goals.</li> </ul> </li> <li>2. <b>Leadership and Training:</b> <ul style="list-style-type: none"> <li>• Lead and train the team to support programmatic initiatives and goals.</li> <li>• Provide guidance on daily routines and the specific needs of people with intellectual and/or developmental disabilities.</li> </ul> </li> <li>3. <b>Performance Management:</b> <ul style="list-style-type: none"> <li>• Manage team performance through effective communication, training, performance management, staff meetings, and employee recognition.</li> </ul> </li> <li>4. <b>Scheduling and Staffing:</b> <ul style="list-style-type: none"> <li>• Manage staff schedules and ensure adequate staffing levels, coordinating with the Assistant Director of Residential Services.</li> </ul> </li> <li>5. <b>Process Improvement:</b> <ul style="list-style-type: none"> <li>• Recommend new approaches, policies, and procedures to improve the efficiency of departmental services.</li> </ul> </li> <li>6. <b>Program Development:</b> <ul style="list-style-type: none"> <li>• Assist in the development of current and future programs, including residential supports, personalized support services, and housing support services.</li> </ul> </li> <li>7. <b>Budget Management:</b> <ul style="list-style-type: none"> <li>• Monitor and maintain the department budget.</li> </ul> </li> <li>8. <b>Reporting:</b></li> </ol>			

	<ul style="list-style-type: none"> <li>• Prepare required statistical, financial, and service reports as needed.</li> </ul>
<b>9. Individual Support:</b>	<ul style="list-style-type: none"> <li>• Ensure individuals are supported in living the life of their choosing through their Person-Centered Plan (PCP).</li> <li>• Oversee aspects such as medication management, meal planning, and behavioral services.</li> </ul>
<b>10. Documentation and Finances:</b>	<ul style="list-style-type: none"> <li>• Ensure accurate and timely completion of program documentation and billable records.</li> <li>• Monitor the finances of those supported, approving and documenting purchases.</li> </ul>
<b>11. Health and Safety:</b>	<ul style="list-style-type: none"> <li>• Monitor and address the health and medical needs of individuals, promptly reporting any concerns.</li> </ul>
<b>12. Stakeholder Management:</b>	<ul style="list-style-type: none"> <li>• Manage relationships with the families and guardians of people in services.</li> </ul>
<b>13. Facility and Vehicle Maintenance:</b>	<ul style="list-style-type: none"> <li>• Ensure work locations and vehicles are well-maintained.</li> </ul>
<b>14. Investigations and Compliance:</b>	<ul style="list-style-type: none"> <li>• Conduct programmatic investigations and cooperate with audits, inspections, and investigations.</li> </ul>
<b>15. Flexibility:</b>	<ul style="list-style-type: none"> <li>• Be open to additional tasks and responsibilities as assigned.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

**Education & Experience Requirements**

- Bachelor's degree in a relevant field is required. Master's degree preferred.
- Five years of experience in the I/DD field
- Policy development and implementation experience is strongly preferred
- Knowledge of Code of Maryland Regulations (COMAR) & Home and Community-Based Services (HCBS) Final Rule, waiver and service definitions and regulations, guidelines, procedures & person-driven philosophy.

**Required Skills and Abilities**

- Excellent verbal and written communication skills.
- Strong leadership skills.
- Strong interpersonal skills.
- Ability to delegate with appropriate levels of authority.
- Ability to use multiple team meeting platforms like Zoom and Microsoft Suite. Ability to navigate in a database.

**Work Environment**

This position operates in a professional office environment and out in the community. This role routinely uses standard office equipment.

**Work Schedule**

This position is Full-time, 40 hours per week. A typical work schedule is Monday through Friday during The Arc office hours from 8:30a-4:30p with some flexibility to accommodate occasional meetings or calls outside regular office hours.

Reviewed By:		Date:	
Approved By:		Date:	
Noted By:		Date:	

**Employee signature below constitutes employee’s understanding of the requirements, essential functions, and duties of the position.**

Employee Name (please print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

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