

POSITION DESCRIPTION

JOB TITLE: Program Administrator, Gallagher Services

JOB CODE: 870000

REPORTS TO: Division Director, Family Services

JOB SUMMARY: The Program Administrator of Gallagher Services provides leadership and strategic direction for programs supporting individuals with intellectual and developmental disabilities. This role oversees residential services and meaningful day services, ensuring that individuals are empowered to live as independently and fully as possible. The Administrator must be a mission-driven leader, dedicated to person-centered support and advocacy for those served by Gallagher Services.

JOB DUTIES & RESPONSIBILITIES:

- Provide overall leadership of Gallagher Services, encompassing residential, meaningful day programs, operations and compliance ensuring the highest quality of support for individuals supported.
- Oversee the planning, implementation, and evaluation of all programs to effectively meet the diverse needs of individuals with intellectual and developmental disabilities. Establish clear performance metrics to ensure accountability in service delivery.
- Ensure compliance with all federal, state, and local regulations, as well as internal policies and procedures. Implement accountability measures to monitor compliance across all programs.
- Oversee budgeting, financial management, and reporting for Gallagher Services, ensuring fiscal responsibility and sustainability. Regularly review financial performance with direct leadership team and create standards for accountability in meeting budgetary goals.
- Foster an environment of inclusion, respect, and continuous improvement across all levels of Gallagher Services, ensuring that both staff and individuals supported experience an environment that promotes growth, dignity, and high-quality care. Cultivate and maintain strong relationships with community partners, service providers, and governmental agencies to enhance program offerings, enhance advocacy efforts, and ensure Gallagher Services remains a vital resource within the community.
- Monitor, evaluate, and report on program outcomes, ensuring alignment with the mission, strategic goals, and quality standards of Gallagher Services and Catholic Charities, while consistently striving for excellence in service delivery.
- Represent Gallagher Services within the broader Catholic Charities network, actively contributing to the overall mission of supporting vulnerable populations and advocating for their needs at the organizational level.
- Research trends and best practices in the field to continuously improve service delivery. Encourage accountability for integrating these practices into program development.
- Oversee strategic planning efforts to ensure alignment with organizational goals and objectives.
- Lead and manage the implementation of organizational changes within Gallagher Services, ensuring that transitions in residential, day programs, and operations are seamless and aligned with the mission of providing high-quality support to individuals with intellectual and developmental disabilities.
- Champion a culture of continuous improvement, guiding staff through changes in policies, procedures, and service delivery methods, while fostering an environment of transparency, collaboration, and innovation.
- Partner with the leadership team to design and execute effective change management strategies, ensuring that program modifications are well-communicated, meet compliance standards, and are assessed for their impact on service outcomes and overall organizational goals.
- Perform other duties as assigned.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Bachelor's degree in human services, social work, healthcare administration, or a related field.
- Five (5) years of senior leadership experience in a related field.
- Seven (7) years of experience with intellectual and developmental disability services.
- Extensive knowledge of Code of Maryland Regulations (COMAR) & Home and Community Based Services (HCBS) Final Rule, Long Term Services and Support (LTSS) waiver and service definitions.
- Demonstrated experience managing budgets, operations, and staff in a nonprofit or human services setting.

REQUIRED SKILLS & ABILITIES:

- Successfully guides teams to achieve organizational goals while ensuring smooth daily operations. Inspires and motivates team members through a shared vision, fostering collaboration and innovation.
- Sensitive to the needs of individuals and families served, with the ability to work effectively in culturally diverse settings. Skilled in understanding diverse perspectives and resolving conflicts, creating a supportive environment. Exceptional interpersonal, administrative, communication, organizational, and negotiation skills.
- Ability to streamline processes and implement systems that enhance efficiency and productivity within the organization.
- Excellent verbal and written communication abilities, able to convey complex information clearly to various audiences. Proficient in active listening to ensure understanding and encourage open dialogue.
- Highly organized, with strong prioritization skills, capable of managing multiple projects simultaneously. Utilizes effective time management strategies to meet deadlines and maintain attention to detail.
- Demonstrates strong judgment and confidentiality when handling sensitive information, ensuring client privacy and organizational integrity. Exhibits tact and empathy in challenging conversations, maintaining professionalism in all interactions.
- Exceptional planning and organizational skills with the ability to prioritize tasks and to delegate activities as appropriate.
- Proficient in utilizing computer systems and software necessary to perform position functions. Maintaining small and large databases and spreadsheet development. Strong computer skills (i.e.: Outlook, Word, Excel Teams and data systems) relevant to the position.

PHYSICAL REQUIREMENTS & WORK ENVIRONMENT:

- Remaining in a stationary position, often standing or sitting for prolonged periods.
- Adjusting or moving objects up to 25# in all directions.
- Hearing and vision abilities within normal range (corrected) to drive safely and to observe and communicate with others.
- Driving (Agency and/or personal vehicle) is required for this position. Driver must be at least 21 years of age, with a minimum of 2 years of driving experience, and a valid driver's license issued by the state of residence. There can be no state-issued restrictions on the license that would impede the driver's ability to operate the vehicle as required by the Agency, and there must not be more than three (3) points on their driving record.

CATHOLIC CHARITIES COMMITMENTS & INCLUSIVITY:

Catholic Charities is committed to creating a diverse, equitable, and inclusive environment and is proud to be an equal-opportunity employer. Catholic Charities recruits, employs, trains, and promotes without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

The responsibilities of this position must be consistently performed using the following behaviors:

1. Honor and respect the **Dignity** of every person.
2. Encounter each person with **Compassion**.
3. Act with **Humility**.
4. Reach out to others in a spirit of **Collaboration**.
5. Serve with **Excellence**.
6. Act with **Integrity** in everything you do.

Acknowledgment of Position Description

I have read the role description for **Program Administrator, Gallagher Services**. I fully understand and accept the duties and responsibilities that are outlined for my position. I will perform these duties and responsibilities to the best of my knowledge and ability.

Employee

Date