

**Job Title:** Executive Director

**Organization:** CALMRA, Inc.

**Location:** Laurel, MD

**Type:** Full-Time | Exempt | On-site

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**Lead with compassion. Operate with excellence.**

CALMRA, Inc., a nonprofit serving individuals with developmental disabilities, is hiring a dynamic Executive Director to oversee day-to-day operations, ensure program quality, and uphold the family-centered values that define our mission.

The Executive Director is responsible for ensuring that our services meet the highest standards of care, compliance, and person-centered support. This is a hands-on leadership role ideal for someone with deep experience in developmental disability services, operational management, and regulatory adherence.

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**Key Responsibilities**

- Manage daily operations of residential and community-based programs.
  - Ensure compliance with DDA, COMAR, OHCQ, LTSS, CQL, and other regulatory frameworks.
  - Lead, mentor, and support program and operations staff.
  - Foster strong relationships with families and integrate their feedback into service planning.
  - Collaborate on strategic initiatives such as expanding outreach, improving systems, staff development, and enhancing internal communication.
  - Oversee operational budgets and support fiscal efficiency.
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**Qualifications**

- Master's Degree in Human Services or related field preferred.
  - 7+ years of leadership experience in developmental disability services.
  - Strong knowledge of Maryland regulations (DDA, COMAR, LTSS, etc.).
  - Experience supervising staff, managing budgets, and driving program quality.
  - Committed to CALMRA's family-first, mission-driven values.
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**What We Offer**

- A leadership role with meaningful impact on people's lives.

- A supportive, mission-focused culture.
  - Competitive salary and benefits package including health insurance, paid time off, and retirement plan contributions.
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**Be the difference behind the scenes.**

To apply, please send your resume and cover letter to Nancy Tolbert, CALMRA, Inc. 14100 Laurel Park Dr Laurel, MD 20707 -OR- [ntolbert@calmra.org](mailto:ntolbert@calmra.org). Help us continue what makes CALMRA great—and lead us toward what's next.

# DETAILED JOB DESCRIPTION

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**Job Title:** Executive Director

**Location:** Laurel, MD

**Status:** Full-Time, Exempt, On-site

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## **Organizational Overview:**

CALMRA, Inc. is a nonprofit organization dedicated to enhancing the lives of individuals with developmental disabilities through compassionate, high-quality residential and community-based services. We are guided by a family-first approach and a commitment to dignity, inclusion, and person-centered care.

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## **Position Summary:**

The Executive Director is responsible for the day-to-day operations of CALMRA's services and programs. The Executive Director ensures regulatory compliance, service excellence, operational efficiency, and staff development. This role is ideal for a seasoned operational leader with deep knowledge of the developmental disabilities service system, including DDA regulations, COMAR licensing, and Maryland-based program funding. The Executive Director will be an organizational driver for high-quality care, family engagement, and continuous improvement.

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## **Key Responsibilities:**

### **Operational & Program Leadership**

- Direct daily operations of CALMRA's residential and community-based programs.
- Ensure continuity of care, person-centered planning, and responsiveness to individuals' and families' needs.
- Maintain and enhance service quality and organizational efficiency through strong internal processes.

### **Regulatory Compliance & Quality Assurance**

- Ensure full compliance with all applicable licensing, regulatory, and accreditation requirements, including DDA, COMAR, OHCQ, LTSS, and CQL.
- Lead internal audits and readiness for external reviews, ensuring timely and thorough corrective actions as needed.

### **Staff Supervision & Development**

- Lead, supervise, and support program and operations staff, promoting a culture of excellence and accountability.

- Oversee hiring, training, evaluation, and retention practices.
- Implement and improve staff development initiatives, including onboarding, coaching, and performance feedback systems.

### **Family & Community Engagement**

- Maintain strong, trust-based relationships with the families of those served.
- Ensure family feedback is integrated into service design and delivery.
- Support community partnerships and help elevate CALMRA's visibility and impact locally.

### **Operational Strategy & Innovation**

- Collaborate to identify and implement opportunities to optimize operations and enhance organizational performance.
- Contribute to agency initiatives such as reducing waitlists, improving use of technology, enhancing staff feedback mechanisms, and streamlining internal systems.

### **Program Budgeting & Financial Monitoring**

- Assist in the preparation and management of operational budgets.
- Monitor expenditures, billing (including LTSS), and resource utilization to ensure cost-effectiveness and compliance.
- Work closely with the finance team to maintain transparency and rigor in financial operations.

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### **Ideal Candidate Will Demonstrate:**

- Deep knowledge of services for individuals with developmental disabilities, including DDA, COMAR, OHCQ, and Maryland funding systems
- A client- and family-first mindset, with a strong alignment to CALMRA's mission
- Proven ability to lead teams, manage change, and foster a positive workplace culture
- Operational excellence and attention to detail, especially regarding compliance and service delivery
- Comfort working in partnership with a Board of Directors and external stakeholders

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### **Preferred Qualifications:**

- Master's Degree in Human Services, Nonprofit Management, or related field
- Minimum 7 years of progressively responsible leadership in developmental disability services or related field
- Experience in Maryland's DD system (DDA, LTSS, COMAR, CQL) required

- Strong background in personnel management, operations, and program oversight
  - Excellent communication and problem-solving skills
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**Compensation:**

Salary commensurate with experience. Benefits include health insurance, paid time off, retirement contributions, and ongoing professional development.

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**To Apply:**

Please send your resume and a cover letter describing your qualifications and passion for CALMRA's mission to: Nancy Tolbert, CALMRA, Inc. 14100 Laurel Park Dr Laurel, MD 20707

-OR- [ntolbert@calmra.org](mailto:ntolbert@calmra.org)