



Approved by: Bryan L. White

Supervisor Review by: [Signature]

Approval Date: 12-12-16

Review Date: 12/12/16

**Job Title:** Director of Services

**Status of Employment:** Non-exempt/Hourly

**Department/Location:** Employment Services or Day/Residential Services

**Reports To:** Operations Officer

**Position Summary:** Employee will ensure administration and coordination of assigned programs within regional offices.

**General Purpose:** Planning, organizing, staffing, leadership, and oversight of program activities

**Position Responsibilities:**

- Provide leadership for daily operations of assigned program(s)
- Train staff to provide contracted services to customers per company policy and procedures
- Schedule work assignments for staff and participate on schedule to ensure customer receives necessary supports
- Establish and maintain relationships with customers, staff, agencies, and general public
- Ensure staff and/or program documentation is completed & submitted per company policy
- Delegate duties to assigned staff; provide guidance & direction on performance of duties including mentoring, training, evaluation, and corrective action as required
- Manage and support caseload of customers, as assigned
- Provide or support problem resolution & be available to mediate staff/customer issues
- Coordinate and lead staff meetings; participate in required meetings & training, as assigned
- Communicate with supervisor regarding activities, operational needs or concerns
- Support identification and development of special projects to meet customer needs
- Know, understand, implement, and adhere to all company policies and procedures
- Related duties as assigned

**Essential Skills and Experience:**

- Bachelor's degree in human services, business or related field required for assigned caseload; if no assigned caseload of customers, related experience may be substituted year for year in lieu of degree
- Two (2) years' experience with human service or developmental disability programs; supervisory experience in either area preferred
- Strong leadership & networking skills to build relationships with staff & community
- Good communication skills, verbal and written, and excellent customer service skills
- Proficient with computers and related software including Microsoft Office applications
- Successfully complete required training and/or certification within specified time frame; time requirements will vary based on assigned training or certification programs



- Valid driver's license, acceptable driving record, reliable transportation, and proof of insurance for the vehicle subject to the statute of the licensing state will be required based on assigned job duties

**Other Skills and Experience:**

- Conflict resolution skills
- Team player

**Reporting to this position:** Asst. Dir. of Services, Employment Specialist, Program Supervisor, Program Coordinator, Medication Trainer, Support Specialist, and/or Direct Support Professional

**Physical Demands and Work Environment:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Physical demands: While performing the duties of this job, the employee is required to walk; sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; balance; stoop; talk or hear. The employee must occasionally lift and/or move objects weighing up to 50 pounds. Specific vision abilities required: close vision, distance vision, color vision, peripheral vision, depth perception, & the ability to adjust focus.
- Work environment: While performing the duties of this job, the employee will be in an office setting with a noise level that is usually minimal. Office hours are generally 8 a.m. to 5 p.m. Monday – Friday. Evenings and weekends may be required as needed. Employee may travel to regional sites on a regular basis involving extended periods of driving and/or sitting; travel may be required with overnight stays. Employee may also be in the customer's home, at the customer's place of employment or in the community. Assignments will vary depending on the customer's needs; employee may work mornings, afternoons, evenings, overnights, and weekends at one or more locations as determined by the customers.

**Acknowledgement and Sign-off:** The statements above are intended to describe the general nature and level of work performed by individuals assigned to this position. The job description is not an exhaustive list of the knowledge, skills and abilities required for the position. All employees may be required to perform duties outside of the normal responsibilities as needed. The employee is expected to adhere to all company policies and to act as a role model in the adherence to those policies. Failure to adhere to company policies and the job description may result in disciplinary action, up to and including termination. The job description may be changed at any time, with or without advance notice to the incumbent employee.

I have read and understand this explanation and job description.

**Name (print):** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Replaces (position):** Program Director