



JOB DESCRIPTION

Position Title: Program Services Director	Location of Position:	FLSA: Exempt
Reports To (Title): Executive Director	Prepared by: Human Resources	Date: 11/13/2013
Business Unit/Department:	Approved by:	Date:

Primary Objective:	<p><i>In broad terms, briefly state the major purpose or primary objective of this position.</i></p> <p>To ensure the overall implementation of quality of programs and services are provided in accordance with all federal, state and corporate standards and regulations. This position will oversee the planning, staffing and control of group home services and programs. The overall implementation of quality programs will be monitored to ensure that services are being provided to clients in the group home and in accordance with all federal, state and corporate standards/regulations. To provide supervision to Program Managers and residential program services.</p>
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Essential Functions and Scope:	<p><i>Using brief narrative statements, describe each major function or responsibility explaining the scope of the function as appropriate.</i></p> <ul style="list-style-type: none"> • Coordinate actions between service areas in order to meet the needs of the client • Mediator between Program Managers and other OAC employees • Work with consultants on their needs, such as menus and equipment supplies • Coordinate assessment due dates with the consultants • Motivate and provide guidance for Program Managers • Write necessary protocols and procedures for coordination and consistency • Schedule "Administrator On Duty" participants • Attend necessary team meetings and management training • Gather feedback and provide feedback for Program Directors on an informal and formal (evaluations) basis. • Assist the management team with working on quality improvement projects • Conduct weekly meeting with the Program Manager at minimum and ensure that the Program Managers conduct weekly meetings with the Program Manager Assistants • Assist/monitor the development and implementation of Individual Service Plans and Behavioral Support Plans • Complete chart audits at least monthly • Provide staff training through orientation and ongoing in-services. • Ensures that residential departments maintain compliance with the budgetary guidelines by reviewing purchase orders prior to purchase being made. • Complete evaluation of the Program Managers, and Behavior Support Specialist • Serve as the liaison to the Human Right Committee • Monitor and approve all overtime used in group home. • Serve as a liaison between agency/parents/guardians and other organizations • Serve as an advocate for the clients • Attend house meeting when appropriate or needed • Participate as an active member of the OAC Management team • Attend ISP meetings when deemed necessary • Participate in training to continually improve expertise in field of developmentally disabled • Oversee the maintenance of the group homes by conducting monthly walk-through and recording findings • Act as a Program Manager or other duties as needed in times of vacant positions. • Perform internal investigations to submit to state • Coordinate Professional services for the clients • Perform Other Duties as Assigned
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Job Requirements:	<i>Describe the education, knowledge required, years of experience, specific skills and abilities required to do the job on a fully competent basis.</i>
Knowledge, skills, and abilities needed to perform job.	<ul style="list-style-type: none"> • Bachelor’s degree in the human service discipline. • 3 years of experience working in the ID/DD field. Prior supervisory experience with at least 2 years in management • Must be QDDP qualified and possess excellent interpersonal skills, strong written and verbal communication skills and proven organizational skills • Must have strong case management credentials • Proficient in policy/procedures, protocols • Considerable knowledge in Medicaid/Licensure regulations • Effective Time Management/Organizational skills • Valid TN drivers’ license with the ability to obtain “F” endorsement
Competencies: <i>Describe the specific skills required for this position in terms of technical, managerial, interpersonal skills and unique abilities.</i>	
Employees Supervised: <i>Indicate the number of employees that report to this position (only complete for exempt supervisory /managerial positions).</i>	N/A
Other Pertinent Job Information: <i>(Such as, American with Disabilities Act – ADA requirements for certain hourly positions).</i>	Normal office environment
Disclaimer:	<p>The above information on this description has been designed to indicate the general nature and level of the work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.</p> <p>The company reserves the right to revise or change job duties as business requirements dictate. It is mutually agreed that this job description does not constitute a written or implied contract of employment. It is understood that the company reserves the right to change work schedules as required, including overtime.</p>

Employee Signature

Date

Human Resources

Date