

The Arc of Lehigh and Northampton Counties
Job Description

Job Title: Director of Programs
Reports to: Executive Director
FLSA Status: Exempt
Revised Date: June 2018

General Summary:

Under the direction of the Executive Director, the Director of Programs is responsible for the oversight and operations of the following programs: SPARC, Agency with Choice, Family Support Services and Advocacy. As a member of the Senior Leadership Team, the Director of Programs maintains thorough knowledge of best practices in the field of intellectual and developmental disabilities and facilitates the highest standards in all program and service areas of the organization. The Director of Programs ensures that the mission and vision of The Arc of Lehigh and Northampton Counties is carried out through administration of programs and services and supports which effectively meet the needs of individuals with IDD and their families.

Education and Experience:

- A Bachelor's Degree in Human Services, Public Administration or a related field is required.
- Master's Degree in a Human Services field or MBA is preferred
- At least two years' experience working directly with individuals with intellectual and/or developmental disabilities is required
- Three to Five years progressive experience in the administration of a non-profit agency (preferably IDD services), including program development and service initiatives, supervision, and staff development is required.
- Previous administrative/management experience is required

Employment Qualifications:

- A valid Pennsylvania driver's license is required
- Ability to work a flexible schedule
- A working knowledge and familiarity with pertinent regulations of DHS (Department of Human Services) ODP (Office of Developmental Programs) regulations is required and the ability to translate into practice.
- Hires and develops a high-caliber staff capable of providing high quality services, accountable to job responsibilities and motivated.
- Demonstrated ability to drive program expansion and program recognition throughout stakeholder community.
- A PA criminal background check, physical, and FBI if residency in the state is less than 2 years.
- Working knowledge of employment law, OSHA, worker's compensation, ADA, Civil Rights Act, and Department of Labor's Wage and Hour regulations
- Must demonstrate effective communication skills with people from diverse backgrounds; able to present to small and large groups with multitude of stakeholders.
- Effectively problem solve with the ability to proactively address issues preventing escalation.
- Requires self-direction, independence, excellent communication skills, good time management, organizational skills, and attention to detail including prioritization.
- Demonstrated ability to handle multiple projects and details simultaneously. Ability to work well under pressure and the flexibility to respond to changing priorities, unplanned events or emergencies.

Essential Functions and Responsibilities:

Programs:

- Directly supervise Advocacy, Evening Recreation, Adult Day Services (SPARC) and Agency with Choice by:
 - Contributes toward creating a climate that attracts, retains and motivates high performance in staff.
 - Models positive customer service skills and the core competencies of the organization. Holds other accountable to do the same.
 - Ensuring appropriate staff scheduling
 - Initial performance and annual evaluations in conjunction with Human Resources
 - Approving time off requests
 - Identifying training programs to ensure on-going staff development
 - Review recommendations for hire of qualified applicants interviewed by the Director of HR and departmental staff.
 - Facilitate all programs and staff to ensure that services meet The Arc's mission and is responsible to individual consumer needs.
 - Review and approve all bi-weekly timesheets and monthly expense reports
 - Receive, review, and approve requests for departmental supplies, purchases and repairs.
 - Maintain on-going fiscal year census of departmental units with Directors. Identify monthly departmental utilization experience and make recommendations to the Executive Director and Director of Finance.
 - Review/approve individual service referrals and discharges during departmental meetings.
 - Facilitate with Directors the development of service proposals and reviewing of status of existing services (i.e.: staffing patterns and program initiatives).
 - Develops and maintains program policies and procedural manuals for all programs; approves changes/revisions as needed

Essential Functions:

- Positively and professionally represents The Arc at appropriate venues.
- Protects the health and safety of consumers by ensuring that program and service environments meet internal and external regulatory standards.
- Determines service/program effectiveness and makes recommendations for changes/revisions; insures that the service/program evaluation process facilitates proactive decision making and promotes agency goals and mission
- In collaboration with the Director of Human Resources, reviews and approves all changes/revisions in job descriptions as well as all personnel actions and evaluations for staff in all programs
- In conjunction with the Directors of Finance and Human Resources, participate in the review of annual wage, benefit packages, and compliance of federal, state, and local laws.
- Communicate with external agency personnel regarding proposed, new, and existing services.
- In conjunction with the Director of Finance propose and make recommendations of preliminary budgets, program reports as necessary. Chair regularly scheduled department meetings for budget utilization.
- Collaborates with the Senior Leadership Team to insure policies and procedures and related forms follow applicable regulations, professional and agency standards, funding source requirements and reflect best practices; develops new policies as needed
- Maintains relationships with governmental agencies relative to individuals with disabilities
- In collaboration with the Director of Quality Improvement/Compliance, develops and maintains quality assurance practices and systems for all the organization's programs
- Maintains working knowledge of current trends and development in the field through relevant periodicals, literature and seminars
- Develop new service proposals
- Assists in overseeing and coordinating special projects to improve services

- Assist in the development of grant proposals as well as tracking goals and related expenditures.
- Report regularly to the Executive Director all agency activities, events, concerns and complete monthly board reports.
- Performs other duties and responsibilities as they relate to the overall mission of the agency.

Other Responsibilities:

- Attends and participates in administrative staff, departmental, and Senior Leadership meetings.
- Assists with and participates in fundraising and fund development efforts of the agency as requested.
- Perform a variety of related administrative staff functions including special projects, research, reports, and tasks necessary for the integrity and continuity of agency services.
- Represents The Arc of Lehigh and Northampton Counties in a professional manner with local, state and federal organizations.
- Serves as a member and participates in: The Arc of Pennsylvania Conference of Executives, National Conference of Executives of The Arc US, and community/affiliated groups as assigned.
- Ensure facility and vehicle maintenance meets agency need for quality and safety.
- Participates in agency committees, including Programs and Services Committee, Advocacy Committee and Programming Task Force.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- **Leadership Skills:** Demonstrates ethics and integrity; Displays drive and purpose; Exhibits leadership stature; Increases capacity to learn; Manages self; Increases self-awareness; develops adaptability; Communicates effectively; Develops others; Values diversity and differences; Builds and maintains relationships; Manages effective teams and work groups.
- **Verbal and Written Communication:** Speaks and writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numeric data effectively; Able to read and interpret written information.
- **Team Player:** Acts as a member of a team by supporting everyone's efforts to succeed; Balances team and individual responsibilities; Contributes to building a positive team spirit; Exhibits objectivity and openness to others' views; Gives and welcomes feedback.
- **Quality:** Demonstrates accuracy, thoroughness and attention to detail; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Independence:** Capably works independently under the direction of the Executive Director; Prioritizes and plans work activities; Uses time effectively; Takes responsibility for own actions; Completes work on time or notifies Executive Manager with alternative plan.
- **Interpersonal Skills:** Capable of comfortably interacting with diverse populations with appropriate sensitivity; Remains open to others' ideas; Maintains confidentiality.

Computer Skills:

- Knowledgeable in using MS Office, Unicentric, and related program specific software.

Requirements for Continued Employment

- Successful completion of the 90 day initial performance evaluation period (for new employees and current employees in a new position).
- Successful completion of job responsibilities.
- Documentation that employee has necessary security clearances.

Physical Demands:

No unusual working conditions or health hazards inherent to the position.

Is there any reason why you would not be able to fulfill the requirements of the job?

_____ Yes _____ No If Yes, please give reason _____

I have read the job description and agree to its provisions.

Employee Signature

Date