

Residential Director

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Position Summary

The Residential Director is responsible for the supervision of 100+ employees to include Program Specialists, Community Home (CH) Managers, and oversight of the Employment Specialist, Job Coach, Direct Care (DC) Professionals, Maintenance staff and the activities of 15+ Community Homes serving adult Individuals with Developmental Disabilities at KenCCID. This professional will perform their duties in support of and in conjunction with the Managing Director, Training Coordinator, Program Specialists and the Chief Executive Officer. The primary responsibility of this individual is to manage and supervise the Program Specialists, CH Managers and DC Professionals working shift rotation 24 hours a day, seven days a week, in a non-profit setting providing full life services to Individuals. And to oversee the Intake and Admissions process for potential new Individuals. This position has decision making authority, and participates in formulating policy and procedures, as well as makes recommendations to the Managing Director, Training Coordinator, Program Specialists and the Chief Executive Officer. This position is a non-exempt position that reports to the Managing Director.

Position Responsibilities

- Ensures that the safety and well-being of the Individuals is protected at all times and that the rights of the Individuals are observed at all times.
- Supervise the day-to-day, activities of Program Specialists, CH Managers and DC Professionals in 15+ Community Homes.
- Makes certain that Community Homes staffing requirements are consistently met and interviews prospective employees in conjunction with the HR Director.
- Comply with requirements set forth under PA Department of Human Services, Office of Developmental Programs (ODP), PA Title 55, §6400 and § 6100 regulations and standards,
- Provide input to and monitor Individuals' and household expenses.
- Ability to understand and interpret Union Contract and KenCCID policies and procedures and of their application at all times.
- Oversee the management and coordination of services in the community homes to ensure active plans, health, safety and the development of personal goals for the Individuals residing in the Homes are being implemented.
- Directs the Intake and Admission process for incoming Individuals
- Participate in identifying new homes for incoming/transfer Individuals; and to ensure the adherence to the PA 6400 & 6100 regulations
- Manage reviews and follow-up on referrals with the goal to fill all vacancies and create new opportunities for growth for KenCCID

- Direct the coordination of services with other agencies, medical professionals, stakeholders and the community at large
- Supervise and act as liaison between the residential employees, families, transportation providers, and day programs to ensure integration of services.
- Develop and track goals as specified in the ISP (program plan).
- Supervise ISP accuracy and completion.
- Conduct ongoing assessments of the quality of day services and work to improve those services.
- Conducts investigations of unusual incidents in accordance with state standards.
- Collaborate with Managing Director, Program Specialists and Executive Director to improve upon current practices.
- Direct the accurate and timely submission of all reports/documentation.
- Monitor programs and activities for the Individuals.
- Implement processes to expand and increase employment for Individuals served, and their daily activities.
- Act as point person contact with Individuals' families and maintains open communications with families, case managers, Supports Coordinators and other professionals/agencies as required.
- Coordinate the process of new employees working with the Individuals, with family members.
- Oversees the Investigation of unusual incidents, allegations of abuse, neglect, and theft of Individuals and completes final report.
- Train employees in Medication Administration in accordance with ODP.
- Oversee the distribution and review of employees' job descriptions, code of ethics, procedures and policies and ensure documents are received, understood and complied with by new and existing employees.
- Approves all leave requests and time sheets when needed.
- Monitors the distribution of residential monies to CH Managers for Home expense management.
- Assures that homes are maintained in accordance with state and county regulations.
- Keeps a record of needed repairs/maintenance and assure that they are resolved in a timely manner.
- Review GPS report to ensure that the operation of agency vehicle/s is in accordance with KenCCID policies and procedures.
- Be on call as required.
- Make correct decisions regarding treatment and applicable plans for Individuals.
- Assists PS, CHM and scheduling coordinator with scheduling when necessary.

- Correlate with Program Specialists and Training team for the education and training of CH Managers and DC professionals; including physical management and supervision of Individuals.
- Perform periodic Performance Management & evaluation plan for employees.
- Expected to travel to all Homes as required.
- The intent of this description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.
- Any other duties as assigned by the Managing Director and Executive Director.

Education and Experience Requirements

- Master's degree in human services or related field plus a minimum of two years of applicable experience; or a Bachelor's degree in human services plus a minimum of three years of applicable experience.
- Demonstrated supervisory experience to include HR functions relative to providing direct supervision.
- Proven Performance Management experience.
- Certified in Medication Administration.
- Certified Investigative Training.
- Demonstrated Conflict Resolution experience.
- Working knowledge of applicable Pennsylvania PA Department of Human Services, Office of Developmental Programs (ODP), PA Title 55, § 6100 regulations and standards,
- Effective Communication skills both written and verbal.
- Ability to read, analyze and interpret common, applicable regulations, procedures and policies.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Proven ability to respond to and resolve common inquiries or complaints from Individuals, regulatory agencies or persons from other outside agencies.
- Skilled at forming and maintaining positive working relationships.
- Strong interpersonal skills.
- Effective analytical and evaluation skills.
- Ability to design, develop and implement plans.
- Competent at coming up with recommendations for programs and activities for Individuals.
- Skilled and creative directing the formulation of activities, educational opportunities and employment opportunities' for the Individuals.
- Able to assist Managing Director or fill in for PD in chairing weekly staff meeting.

- Act as advisor in the daily Unit meetings.
- Resourceful in providing training & assisting in implementation of applicable educational programs.
- Must be computer literate.

Position Competencies

- Demonstrated Supervisory skills
- Proven evaluation and assessment abilities
- Ability to write and complete documents that conform to prescribed guidelines.
- Strong analytical skills, organizational and planning skills
- Ability to conduct objective assessments based on data collected or observations
- Skilled at multitasking
- Ability to work with predetermined deadlines and regulatory mandates
- Excellent written and verbal communication skills
- Proven information gathering skills
- Strong problem solving skills
- Ability to accurately collect and interpret data
- Practice a high level of confidentiality
- Able to provide input on day-to-day operations
- Attention to detail and accuracy
- Show sound judgment
- Ability to adapt to spontaneous situations
- Effective team player
- Works under minimal supervision with extensive latitude for use of initiative and independent judgment

KENCCID is an EEO/AA Employer

All applicants will receive consideration for employment regardless of race, color, religion, sex, national origin, disability and veteran status or any other characteristics protected by law.