

Job Title: Director of Residential Services

Reports to: Executive Director – Program & Development

Revised: 1/2/2023

Level of Responsibility: Director--Leadership Team

Summary: The Director of Residential Services is a member of the Village Community Services leadership team and is responsible for directing all operations associated with the residential programs of Village Community Services. The Director of Residential Services ensures that all decisions and actions associated with the program comply with established agency policies and procedures and are consistent with all provisions and regulations of state, county, and local regulatory agencies.

Description of Essential Functions: The Director of Residential Services is responsible for implementing operations and objectives in accordance with policies and procedures of Village Community Services, as directed by the Executive Directors and in accordance with the State of Washington contract and licensing requirements, local laws and regulations. Has responsibility for residential fiscal operations, staffing and achievement of program goals developed with the Executive Directors and Board of Directors. The Director of Residential Services directs and supports the residential staff that executes program activity, and acts as an agency representative on behalf of the residential program of Village Community Services, including SEIU Union negotiations and step II grievances. Assures the training and supervision of Residential Services staff in compliance with contractor policies. Implements grants according to the policies and procedures of grant funders. Is the person designated to act in the absence of the Residential program administrator?

Qualifications, Education, Experience: The Director of Residential Services must demonstrate successful and responsible experience in social service administration, including fiscal and staff management, program development, community relations and effective interaction with state agencies and personnel. Bachelor's degree plus direct experience in the management of a social service agency serving persons with developmentally disabilities required. Master's degree is preferred. 5 plus years of experience in the successful management of a social service agency may substitute for a degree. The Director of Residential Services must demonstrate a clear understanding of the individual and program needs of the participants served by Village Community Services, effective interpersonal and communication skills, and established record of successful staff leadership, demonstrated skills in program evaluation and implementation, sound financial planning and budgeting skills, capacity for strategic planning in program areas, and knowledge of state and local laws and regulations governing the

activities of social service agencies such as Village Community Services. The Director of Residential Services works with the human resources department to obtain and keep current all agency and state required background checks, certificates, and licenses such as, 1st aid, CPR, Blood Borne Pathogens, and WA State drivers' license and proof of personal vehicle insurance.

List of Training and Other Requirements to be completed after hire. VCS pays for all required training hours, fees, and certifications:

5-hour DDA Safety Orientation

30-hour on-site training and peer coaching

40-hour CORE training

1st Aid/CPR renewed every two years

Blood borne pathogens annual recertification

Driving record abstract

Background clearance and fingerprinting

Nurse Delegation after one year (unless site needs do not require additional delegation). NAR license obtained prior to Nurse Delegate core training and renewed yearly.

Community Protection training if working with Community Protection clients, optional for other staff.

12 CE (continuing education) credits yearly, after first year of employment.

Signed policy 6.12 on file (mandatory reporting); renewed yearly.

Description of Essential Functions:

Leadership

- Participate as a member of the Leadership Team and with the Board of Directors to carry out the mission and strategic vision of the agency
- Provide status reports at the Leadership Team meeting which includes: a) program updates b) program problems and recommendations for resolution c) incidents and extraordinary events including reports of accidents, alleged abuse, legal issues, unusual revenue or expense items, d) service delivery data (number of clients by site and number of vacancies for new placements) e) progress toward program goals f) staff recruitment and retention data by site g) and other items as relevant
- Provide a brief written monthly report to VCS's board directors highlighting Residential program successes, challenges, and risks
- Serves as a mentor regarding best practices in direct service, human resource management, and the implementation of the policies and procedures of the agency
- Facilitate an organizational culture of philanthropy where staff, Board of Directors, and participant families recognize the importance of fundraising and are inspired to support the agency's public relations and fundraising efforts.

Program Management and Staff Supervision

- The Director of Residential Services, in concert with the Executive Directors is responsible for hiring, training, supervising, evaluating and terminating subordinate program personnel
- Oversees all aspects of VCS's Residential Supported Living program including compliance with law and policies, continual quality improvement, staff scheduling, program management, documentation systems, client intake and transition, and crisis response
- Mentors and assures training of program management staff in all program management tasks, including but not limited to staff scheduling and supervision, Residential intake and assessment, individual medication, financial, safety, individualized instruction and support, and positive behavioral support for all residential participants
- Evaluates staff training needs, making provision for necessary and appropriate trainings consistent with agency program goals and individual participant needs and in compliance with agency contracts and grants.
- Assures completion of all staff training and continuing education requirements
- Maintains a working knowledge of human resources law and practice as it relates to Residential Services
- Reviews and recommends disciplinary action, promotion, or termination of all subordinate Residential Services personnel
- Investigates all accidents, injuries, and allegations of abuse, misconduct, mistreatment or discrimination incurred by agency personnel, participants, parents, or the community at large. Report all incidents and/or investigation thereof to the safety committee and Executive Director of Program & Development. Incident data will also be reported in the monthly board report
- Provides factual reports to Adult Protective Services and Residential Cares Services as needed
- Provides factual incident reporting to government contactors following contractor protocols
- In collaboration with the Executive Directors acts as a representative for residential services in negotiations of union contract and/or other labor related matters. Collaborate with the Executive Directors to resolve Step II Union grievances as required in agreement by and between Village Community Services and SEIU, Local 925. Also serves as the Residential Services representative on the labor/management committee as specified in the union contract

Contracts, Policy, and Procedures

- Work in collaboration with the Executive Directors to negotiate contracts with government funders
- Maintains current knowledge of all policies affecting contractual work with various funding entities

- Keeps informed of DDA Residential Supported Living Services policy and rule changes and assure relevant information dissemination and training. Attend relevant provider meetings and Community Residential Services Association meetings
- Assures VCS's policy manual is updated to reflect policy and rule changes
- Ensures programming is compliant with contractor and grant funder policies and guidelines and that all reporting requirements for residential contracts and grants are met
- Ensures that all permits, licenses, health, and safety codes are current and that any omissions are corrected promptly
- Ensures that all violations found during the residential audit are corrected and reported to DDA within the timeline given. Report all audit findings and the plan of correction to the Executive Director of Program and Development
- Work with the Executive Directors to review and revise residential policies as needed. Ensure all new additions and revisions are implemented throughout the residential programs

Resource Management

- Ensures maintenance of Residential Services fleet of vehicles for safe operation and protection of agency assets
- Ensures all residential equipment and participant's homes are well maintained, safe, and attractive
- Collaborates with the Executive Directors to develop and submit an annual Residential Services program budget
- Assures that all spending and purchases made on behalf of the Residential Services program are in accordance with accounting practices and contractual requirements
- Supervises representative payee agreements and assure that required client financial documentation is monitored and maintained
- Approves residential staff time records, pay rates and payroll.

Government and Public Relations

- Collaborates with the Executive Directors, site managers, and family relations committee to assure communications with parents and families of Village Community Services Residential participants and with other agencies serving the needs of developmentally disabled persons
- Monitors client confidentiality helping to assure that confidentiality protocols are followed agency-wide in all mediums and correspondence
- Facilitates communication between Residential Services staff and with stakeholders, including, but not limited to, agency leadership, Employment Services, volunteers, participants, guardians, families, landlords, DSHS/DDA personnel, contractors, and other service providers and collaborators

- Other duties as assigned

Physical Demands: Medium: Work is frequently performed inside and occasionally outside with exposure to environmental factors when traveling to different sites and meetings. Work frequently involves sitting, driving, standing, and walking. Involves occasional lifting up to 50 lbs., assisting in participant transfers from wheelchairs, pushing, pulling, crouching, and reaching. Fine motor skills for operating equipment and typing. Gross motor skills for pushing wheelchairs, etc. Frequent finger use to manipulate small components, handle pen and paper, operate equipment, and general office machines such as: TTY, FAX, copier, computer, printer, telephone, and shredder. Frequent near acuity vision to see equipment specifications, read computer screen, and paperwork. Frequent far acuity vision for driving. The work environment is that of a well-equipped office with noise levels in the low range and home environments with noise levels in the low to mid-range.

*Village Community Services is an Equal Opportunity Employer
The above is an outline of this position that may be changed or modified at any time at the discretion of management either formally or informally as long as duties fall in the general guidelines of the Director of Residential Services.*

Physical Demands:

Task	Frequency	Examples
Visual acuity – near and far	C	Reading computer screens and written materials, driving, group presentations
Sitting	F	In office chair at desk, table, or computer, driving
Repetitive finger, arm, and hand movement	F	Using computer keyboard and mouse, 10-key calculator
Climbing stairs	F	To/from 2 nd floor office from/to ground floor building entrance (elevator is available)
Standing	F	Operating office machines, public speaking, events. Training or assisting clients with ADL's as necessary.
Walking	F	To/from offices within buildings, at client sites, and events
Pushing/pulling	F	File drawers, desk drawers, printer/copier paper trays, client wheelchairs.
Driving a car	F	To program sites, meetings, workshops, etc.
Twisting at waist	F	Moving between computer station and desk
Kneeling/squatting	F	Retrieving items on floor and from low file drawers, Training or assisting clients with ADL's as necessary.
Bending at waist	F	Picking items off table or shelf

Carrying	F	Briefcase, portfolios, presentation materials, file boxes, supplies, books, and folders.
Lifting	O	File boxes, supplies. Client transfers when necessary. Training or assisting clients with ADL's as necessary.
Reaching above shoulder	O	Retrieving/placing binders, books and supplies on a shelf. Training or assisting clients with ADL's as necessary.
Crawling	N/A	N/A

C	=	Constant (over 70% of the time)	S	=	Seldom (1-10% of the time)
F	=	Frequent (30-70% of the time)	N/A	=	Not Applicable
O	=	Occasional (10-30% of the time)	% Denotes estimates		

Typical Mental Demands: Must work constantly with numerous details. Must be able to problem solve and make timely decisions. Must be able to prioritize work effectively to meet time-sensitive deadlines. Must interact with people at all levels in the agency as well as board members, vendors, customers, participants, family members and guardians, providers, governmental and funding representatives, and the community at large.

Director of Residential Services signature and date