

**FITZMAURICE COMMUNITY SERVICES, INC.**  
**JOB DESCRIPTION**

**JOB TITLE:** Program Director  
**POSITION TYPE:** BH/ID Residential Management  
**REPORTS TO:** Assistant Vice President or Vice President BH/ID  
**DIRECTLY SUPERVISES:** Residential Program Managers  
**INDIRECTLY SUPERVISES:** Direct Support Professionals  
**JOB STATUS:** Non-Exempt

**General Summary: (General Purpose of the job)**

The Program Director is responsible for assuring quality residential services, compliance with licensing and agency expectations. The Director is a critical leadership position within the organization with leading pay and benefits. This position demonstrates a high level of integrity and a strong depth of knowledge regarding licensing guidelines and legislation surrounding Intellectual Disabilities (ID) and Behavioral Health (BH) topics.

**Essential Functions:**

- Supervises assigned Residential Program Managers and Direct Support Professionals.
- Ensure all supervised staff meet required trainings annually.
- Hire, train evaluate, discipline and terminate staff.
- Ensures that individual/ program outcomes are appropriate, diligently pursued and periodically reviewed for their continued effectiveness.
- Maintains current knowledge of licensing guidelines and legislation in the ID/BH field.
- Reviews residential program performance against individual outcomes, budget, licensing regulations, and agency policies/procedures.
- Assumes on-call responsibilities for assigned areas; shares responsibility.
- Communicates the resources needed to assure appropriate services for individuals.
- Monitors and ensures budget guidelines are met. Staffing, food, household goods etc.
- Regularly reviews budget and expenses with V.P. of Finance.
- Updates the AVP of programmatic, fiscal, and employee matters on a timely basis.
- Proposes and/or participates in developing policy, procedural, or programmatic changes with peers, AVP and Executive Team to enhance the quality of services and employee engagement.
- Maintains active presence within assigned programs to ensure programs, conducting weekly house meetings with individuals and staff to ensure licensing regulations are met.
- Promotes positive reputation of Fitzmaurice Community Services, Inc. programs by acting to resolve any concerns/complaints in a timely manner.
- Follows chain of command and consults with appropriate department executives non-routine matters involving individual, fiscal and employee concerns.
- Attends scheduled administrative meetings. Holds regular staff meetings.

**Connect Functions**

- Audit and approve Daily Notes
- Create / revise Daily Note (Plans) for individuals in the residence you supervise prior to the effective date. Submit for audit.
- Download all ISP updates from HCISIS and attach to Connect
- Ensure Program Managers makes appropriate deletions off the schedule when a service has not been provided to an individual in a residence you supervise. i.e. home visits or hospitalization.
- Make changes in an individual's base schedule and/or location
- Make changes to base staffing schedule

- Notify Director of Technology of all staff changes (additions, moves, terminations) prior to the change or immediately after. Terminations should be made known prior or immediately after termination meeting so that access can be stopped.
- Notify AA BH/ID of any Individual movements.
- Verify all documents attached in Connect by Manager and provide documents to Office Receptionist.
- Monitor all licensed required paperwork.
- Write quarterlies within ten business days of end of period. Provide signed document to manager to scan and attach to Connect.
- Sign monthlies written by managers. Provide signed document back to manager to scan and attach in Connect within five business days. Send monthly to county SC if required.
- Take photos (head & body shot) of all visiting referrals/respite individuals/new intakes. Take new photos every two years. Provide photos to IT for editing and posting.
- Enter Newsfeed updates as needed. Any notable change to the individual.
- Update all demographic fields in Connect as needed based on changes or licensing requirements.
- Make use of security camera footage to investigate any incidents.
- Use all technology provided to assist with job responsibilities.

**Position Requirements:**

- Associates, Bachelors, or Master's Degree (combined with experience as required by licensing regulations)
- High School Diploma or equivalent (as per program requirements)
- Experience working directly with individuals with Intellectual/Behavioral disabilities
- Residential group home experience
- Experience with Individual Service Plans and Shift Scheduling strongly preferred
- Strong verbal and written communications skills and computer proficiency with Word, Excel, and Email
- Ability to maintain on-call responsibilities, including but not limited to phone calls, crisis management, and emergency situations possibly requiring response to site
- Physical ability to perform all duties associated with this position (lift/carrying 25lbs)
- Properly perform the techniques taught in CPR/ First Aid.
- 18 years or older - 21 years or older Personal Care Homes
- Valid U.S. Drivers License and able to be insured on company policy
- Computer knowledge; Microsoft office business

**ACCIDENT OR HEALTH HAZARDS:** (Associated with Position)

Possibility of individuals becoming violent or aggressive.

Accept Position \_\_\_\_ Decline Position \_\_\_\_

\_\_\_\_\_  
Program Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
AVP

\_\_\_\_\_  
Date