



## Job Description

<b>Title:</b> Program Director	<b>Employment Status:</b> Full time
<b>Department:</b> Operations	<b>FLSA Status:</b> <input checked="" type="checkbox"/> Exempt

### Summary/Objective

The Program Director (PD) is the operations and team leader for two PAI service locations and for associated community operations. The PD manages the Program Supervisors (PS) at each site, who in turn manage all direct service staff. The PD partners with PAI management as well as Programming, Training and Quality Assurance, Volunteer and Community Engagement leaders and other staff in order to create and deliver safe, high quality on-site and community experiences for program participants. The PD is a role model for site managers and staff, fostering a culture of staff accountability and continuous improvements in person-centered service delivery and community integration of PAI services.

### Essential Functions and Primary Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Job Responsibilities:

- Professionally manage people and teams.
- Understand and manage to Minnesota DHS licensing and regulatory requirements (including 245d); assure the implementation of appropriate policies, processes, incident reporting and corrective actions.
- Actively supervise, teach and coach DC's and staff to ensure their duties are fulfilled according to DHS licensing requirements and PAI performance standards.
- Assist and support DC's to ensure training, competency and performance standards are maintained.
- Partner with the Director of Programming in concert with the DC's to develop and deliver person-centered services for individuals. Assure effective application of individual assessment, skill development, outcomes development and measurement in coordination with team members including guardian, residential provider and case manager.
- In partnership with the Director of Human Resources oversee the interviewing, hiring, on-boarding and retention of site staff, ensuring we are in compliance with all federal, state and local laws and ordinances.
- Ensure effective and fair responses to employee-related situations including accurate and complete employee documentation and information including performance management, workers compensation, grievances, FMLA, employee development, performance evaluations, investigations and performance management.
- Collaborate with site staff and PAI management to ensure adequate staffing and deployment of staff, advocating initiatives.
- Partner with the Director of Training and Quality Assurance to develop and deliver training and quality assurance programs.
- Manage communication and relationships with external parties such as residential providers, case

managers, family members and guardians.

- Partner with the Volunteer and Community Engagement lead to ensure the effective onboarding, management, and supervision of volunteers.
- Work with internal partners to support the new participant referrals. Related tasks include arranging and hosting tours, completing intake assessments, visiting potential referrals, attending resource fairs, coordinating intake meetings with Program Supervisors and making arrangements for initiation of services.
- Oversee the program expense budget. Assess and prioritize building and program equipment needs, supplies, repairs and authorize purchases.
- Promote efficient day-to-day operation of sites seeking to increase standardization of processes as appropriate.
- Establish, delegate, and regularly monitor that all site policies and procedures for participants and personnel are implemented and sustained.

### **Secondary Responsibilities**

- Perform miscellaneous projects and complete various tasks as requested by management.
- Monitor, summarize and report data relating to program services for all federal, state and county reports and surveys.
- Pass medications as needed.
- Participate in fundraising, marketing and company activities and events.
- Perform public speaking.
- Participate in direct service delivery when necessary.

### **Qualifications and Conditions of Employment Required:**

- Minimum of two years supervisory level experience in a program providing direct support services to persons with disabilities or persons age 65 and older.
- A baccalaureate degree in a field related to human services and 1 year of full-time work experience providing direct care services to persons with disabilities or persons age 65 and older.
- 21 years of age or older.
- Pass a DHS Background study and Office of the Inspector General (OIG) and maintain clearance to provide direct contact services without continuous supervision.
- Reliable transportation for work purposes, a valid driver's license, a driving record approved by our insurance company and proof of valid car insurance.
- Proficiency in Microsoft Office Suite and ability to learn and apply other systems for recruiting, payroll, etc.

### **Skills and Experience**

- Effective time-management, organizational, prioritization skills, and decision-making abilities, utilizing good judgement while being flexible and able to anticipate and respond effective to change, emerging needs and emergencies.
- Effective learn and apply new skills, techniques, and approaches. Respond to, initiate, and manage through change.
- Display good judgment.
- Continuously demonstrate leadership by fostering a culture of accountability, a high level of communication that is responsive and respectful and seeking continuous improvement.
- Be able and willing to bring issues forward to any and all appropriate individuals, groups, agencies or organizations in a professional manner. Manage issues, personalities and people at all levels and

respond appropriately in sensitive situations. Appropriately manage confidential information.

- Effectively verbally, orally and in written form, communicate in the English language including giving and following oral and written instructions. .

**Desired:**

- Supervisory and/or leadership experience with programs serving persons with developmental disabilities.

**Physical Requirements Necessary to Perform the Job**

**R = Rarely (0-15%) O = Occasionally (16-45%) F = Frequently (46-100%)**

**The employee must be able to:**

1. Lift and carry work supplies, reach above head, light lifting (between 21-40 lbs.)	R
2. Perform heavy lifting, push/pull individuals weighing 100-200 lbs. in wheelchairs, standing to assist individuals.	R
3. Ability to work in a noisy environment with distractions, including loud noises, odors and multiple interruptions. Most of the job is indoors but may need to travel to other locations or participate in outdoor activities.	F
4. Perform other physical requirements such as sitting, standing, walking, grasping/grabbing, using a keyboard and/or mouse, audio visual equipment and technology, operate office equipment, track systems and other adaptive equipment.	F
5. See, hear and respond to individuals as described in the CSSP and CSSPA.	O

**Work Authorization**

Authorized to work in the United States

**AAP/EEO Statement**

PAI is fully committed to equal employment opportunities (EEO). All employment decisions will be made without regard to race, color, age, religion, sex, pregnancy, marital status, familial status, disability, national origin, sexual orientation, veteran status, status with regard to public assistance or activity in a local human rights commission. In addition, we comply with all applicable state and local laws governing nondiscrimination in employment in every location in which we maintain facilities. Decisions concerning employment are based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of the other applicants or employees, and the individual's past performance within the organization. Employment decisions

include, but are not limited to: recruitment, hiring, promotions, salary or other compensation, benefits, transfers, corrective actions, layoffs, termination and training.

If you believe that an employment decision has been made that does not conform to management's commitment to equal opportunity, the matter should be brought promptly to the attention of Human Resources. Your complaint will be thoroughly investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint. Please see the PAI Workplace Harassment Policy for additional information.

*I acknowledge that I have read, understand and agree with the contents of this position description. I agree to use my best efforts to fulfill all expectations of the position. I also acknowledge that I am an at-will employee.*

*This job description does not necessarily list all the functions or accountabilities of the job. Employees may be asked by management to perform additional duties and tasks. Management reserves the right to revise and update job descriptions at any time.*

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Employee Signature

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Date

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Supervisor Signature

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Date