



**California
Human Development**

Creating opportunities for people to rise above barriers in their pursuit of better lives.

<p>PROGRAM/DEPARTMENT: disABILITY Services</p> <p>LOCATION: Santa Rosa, CA</p>	<p>CHD is committed to implementation of an Affirmative action Policy and the Americans with Disabilities Policy in its recruitment, selection, and placement of all personnel.</p> <p>CHD is an Equal Opportunity Employer</p>
<p>JOB DESCRIPTION TITLE: Program Director</p>	<p>POSITION STATUS: Regular Full Time</p> <p>FLSA STATUS: Exempt</p>
<p>SALARY: Grade NN</p>	<p>PROGRAM HOURS:</p>

COMPANY & PROGRAM DESCRITION:

California Human Development (CHD) is a private, human services nonprofit 501(c)(3) providing a variety of services throughout the Northern California area.

The CHD disABILITY Services Division is located in Santa Rosa and serves Sonoma County clients with developmental, emotional, or physical disabilities through (1) supported employment and job training, including vocational information needed for further planning and nfuture job placement; and (2) functional skills training and services with a focus on facilitating community integration through participatory training and functional skill development such as: communication, exercise and leisure, self help in social skills, and access to paid work and community based activities and integration.

The disABILITY Services Divison holds the central belief in the abilities of each individual, their right to self-determination and to advancement, and the importance of integrating in community.

SUMMARY:

The Program Director is responsible for strategic implementation of the agency mission within the disABILITY Services Division and a member of CHD’s leadership team. The Program Director reports to the Director of Programs and oversees the staff of the division. The Program Director is responsible for ensuring high quality fiscal, programmatic, regulatory compliance and person centered services within the Division. The Program Director is forward looking and guides strategic planning for the Division.

ESSENTIAL RESPONSIBILITIES AND DUTIES: Under the supervision of the Director of Programs, the Program Director will perform the following duties.

ORGANIZATION and ADMINISTRATIVE:

- A. Lead the disABILITY Services Division with strong programmatic and fiscal performance, look for strategic growth. Ensure the Division provides excellent service to its clients.
- B. Participate in strategic planning with the Board of Directors and CHD Leadership team and implement and guide strategic initiatives within the Divison.

- C. Participate in the Leadership Team, including working with CHD Administration departments.
- D. Maintain familiarity with and implement relevant Commission on Accreditation of Rehabilitation Facilities (CARF), Department of Rehabilitation, Department of Developmental Services, Community Care Licensing, DOL, OSHA and all other relevant regulatory guidelines and standards.
- E. Manage contracts and activities in the Division in accordance with contract requirements and all applicable regulations. Is responsible for fulfilling the terms of all contracts.
- F. Prepare a Program or Participant Plan (Service levels and Outcomes) for each contract as necessary
- G. Seek continuous improvement by reviewing the program results and outcomes, client and community needs, the financial viability of the program activity, customer satisfaction and program impact.
- H. Maintains Department of Rehabilitation and North Bay Regional Center vendorization and client authorizations.

DEVELOPMENT

- A. This position participates in the division development plan and supports the execution of CHD's overall fundraising activities.
- B. Partner with development staff to support development activities related to individual contributors, foundations and corporate sponsors.
- C. Provide input and support as it relates to data entry, contribution processing ongoing donor development.
- D. Develop and maintain ongoing relationships with vendors, contributors and potential community partners with support from development staff.
- E. Whenever possible, participate in agency special events and engagement opportunities.
- F. Ensure effective tracking proposals and associated financial/programmatic reporting for all funder/contributors in coordination with both the Fiscal and Development staff.

REHABILITATION and TRAINING SERVICES:

- A. Responsible for the administration of all educational, vocational, and rehabilitative services.
- B. Is the Instructor of Record for contracted services that require this.
- C. Lead staff in ensuring that services are appropriate to meet the needs of all consumers with disabilities. These services include development of an individual rehabilitation and training plan for each consumer, coordination of all work and support services for consumers, conducting timely case conferences and evaluations, maintaining accurate record keeping, and the development of suitable work opportunities in the community for consumers who are ready for individual or group employment.
- D. Oversees CARF accreditation standards for applicable services and stays current on changes with regard to accreditation.
- E. Ensure correct services are being provided, keeping up with both consumer needs and the external environment
- F. Maintain working relationships with appropriate private and governmental agencies that refer consumers and purchase the program services.
- G. Ensure appropriate and sufficient sub-contract work, service work, and light manufacturing to support the needs of the rehabilitation services being provided.
- H. Ensure proper documentation and files are maintained for services provided.

PERSONNEL MANAGEMENT:

- A. Responsible for the development of effective staffing patterns and job descriptions.

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- B. Establishes staff development and training practices necessary to ensure excellent operations and service to clients.
- C. Supervises and delegates to the appropriate staff the responsibility and authority needed to perform their roles and the smooth operation of the program services.

RECORDS and REPORTS:

- A. Responsible for maintaining accurate and complete records in accordance with current accreditation standards.
- B. Ensure that the reports necessary to effectively promote and operate the program services are prepared and distributed.
- C. Respond promptly to internal and external monitoring reports with appropriate corrective action.
- D. Reports to the Director of Programs monthly and as required to the CHD Board of Directors
- E. Reviews and makes suggestions for the improvement of systems and procedures.

FISCAL MANAGEMENT:

- A. Follow and ensure compliance with CHD Fiscal Policies and Procedures.
- B. Communicate actively with the funding and referrals sources.
- C. Responsible for Program(s) budget, including its development, and for maintaining expenditures in accordance with the approved budget and are allowable. Coordinate with CHD Fiscal Department on budget development and monitoring budget vs actual, making changes as necessary. Seek approval, including funding source approval if required, for either program and/or budget modifications or renewals as required.
- D. Responsible for administering consumer payroll, contract billing, and submission of subcontract work orders for proper invoicing through the CHD Fiscal Department.
- E. Monitors implementation of DOL and California Wage and Hour laws and Sub-Minimum Wage Certificate for consumer payroll.

PHYSICAL FACILITIES:

- A. Ensures that the physical plant is designed, located, and equipped so as to effectively promote the program services, including inventory control.
- B. Ensures the safety and good working order of the physical plant, vehicles, and equipment to protect the health and safety of the consumers and staff.

COMMUNITY RELATIONS, COMMUNICATIONS, and MARKETING:

- A. Represent CHD and disABILITY Services in the community. Develop and maintain relationships with community groups and agencies, including formal Memorandum of Understanding as necessary.
- B. Works in close cooperation with the Executive Team and Development staff to interpret the role and purpose of the program services to the community.

OTHER RESPONSIBILITIES:

- A. Maintain consistent good attendance and punctuality regarding work hours. CHD Board Meetings are on Saturdays. Other required training may also be provided on a Saturday.
- B. Be flexible regarding work conditions, work location, and the need to provide for the health and safety of consumers.
- C. In the event of an Emergency Disaster situation, you may have added responsibility to provide care for the health and safety of clients until they are relocated to a safe place or until another responsible party is available to take charge.

- D. To maintain this position, you are required to maintain CCS and DOJ fingerprint clearances.
- E. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

- A. Supervise employee(s).
- B. Responsible for the overall direction, coordination, and evaluation of these units.
- C. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- D. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS:

KNOWLEDGE OF:

- A. Supervisory and organizational management techniques.
- B. Department of Labor and California Wage and Hours standards.
- C. CARF standards, Department of Rehabilitation Title 17, and Regional Center Title 22.
- D. Developing and implementing a budget.
- E. Strategic planning, customer satisfaction, and outcome systems.
- F. Contract procurement and bidding practices.
- G. Computer skills and knowledge of word processing, spreadsheet, and database software.

ABILITY TO:

- A. Lead and motivate staff to operate the program services effectively.
- B. Represent CHD in a professional manner with knowledge of and a commitment to the principles of normalization for person with disabilities. Communicate effectively verbally and in writing with individuals and groups, including public speaking. Present ideas and convey information clearly and effectively, both verbally and in writing, by phone and in person.
- C. Be sensitive and concerned for the rights and needs of staff and trainees, including relating to people with disabilities as dignified and competent individuals. Have a caring disposition towards fellow employees and clients served.
- D. Build meaningful relationships with staff, clients, families, referral, and funding sources
- E. Incorporate client and stakeholder feedback in program evaluation and strategic planning.
- F. Interpret a variety of instructions furnished in written, oral, or schedule form. Read, understand and implement accreditation, contracts, and legal guidelines.
- G. Perform mathematical calculations required in developing the budget, fee structures, and evaluating program effectiveness.
- H. Sufficient capability in cognitive reasoning to perform complex transactions with a high degree of accuracy.
- I. Solve practical problems, resolve conflicts effectively, and deal with a variety of concrete variables in situations where only limited standardization exists
- J. Follow through to completion multiple projects with various deadlines
- K. Use effective judgement in crisis situations.
- L. Function effectively under pressure and in crisis situations.
- M. Follow established guidelines, policies, and procedures in order to insure program consistency and protect the welfare of clients.
- N. Maintain appropriate boundaries with clients and staff, both on and off duty as defined by agency ethical codes.
- O. Maintain own psychological well-being, including recognizing and managing personal bias.

