

RESIDENTIAL PROGRAM SERVICES DIRECTOR 1

KIND OF WORK

Managerial work directing residential programs.

NATURE AND PURPOSE

Under the administrative direction of the Chief Executive Officer or Chief Operating Officer, directs the overall provisions of services for the residents of a major state residential facility. This includes planning, implementing and evaluating the application of fiscal, human, and technical resources to respond to the program's current and long-range projected needs.

DISTINGUISHING CHARACTERISTICS:

This position typically reports to the Chief Executive Officer. It differs from lower classes in that it involves responsibility for the management of all program services for a large MR/DD or MI facility. The January 1988 benchmark positions for Residential Program Services Director at Moose Lake Regional Treatment Center and Faribault Regional Human Services Center illustrate these classification factors.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Manage, direct, develop, and implement treatment/program services for the facility so that the program is relevant to residents' needs by: establishing goals and objectives; developing performance objectives and timetables; and developing work plans.

Propose and administer the program's budget based on projected operation costs and client needs so that the program objectives are met in a timely and efficient manner within fiscal resources by: reviewing and comparing cost and service information; and adjusting the program to fiscal and human resources.

Recommend fees for services to ensure that competitive rates are established and that they are adequate to cover the actual costs of program administration by: collecting and analyzing financial data to determine the cost of services.

Establish and maintain minimum service standards of care in order to comply with the requirements of various standard setting and regulatory bodies by: integrating standards into goals and work plans.

Direct the facility's treatment managers and supervisors so that they effectively perform their assigned job duties and contribute to the achievement of the program's objectives by: selecting appropriately skilled and experienced employees; rewarding or disciplining employees; recommending promotion, suspension, discharge or change in status; training and directing employees in the execution of their job duties.

Organize staff into effective work units to ensure that an efficient and high quality of service is provided by: evaluating fiscal and human resources in relation to client/program needs.

Provide for the safety and well-being of both staff and residents so that a safe, healthful, living environment is maintained by: reviewing the physical plant of the program for safety hazards and potential disease-causing conditions; reviewing the physical features in terms of their impact on the effectiveness of programming; and ensuring that necessary changes to the environment are made.

Provide program staff with current information regarding Department of Human Services, facility and program policies and standards to ensure that services are provided in accordance with requirements by: developing and maintaining written policy manuals; providing interpretations of policies as they apply to the program; and training staff in the application and interpretation of policies and requirements.

Develop cooperative program and shared service agreements with other service providers to improve the quality of services and to control costs by: meeting with other service providers to identify and define possible areas of cooperation and establishing terms of the agreements.

Direct special projects to systematically assess service needs in the region served by the facility by: reviewing information on projected service needs based on population statistics; consultation with counties; and coordinating the efforts of staff to develop relevant measures.

Develop an overall plan for communicating with elected and appointed officials, employees of other government units, employees of other state divisions, advocacy groups, private providers and private citizens to provide an improved understanding of the role of the program in the overall network of services, to obtain input on needed services, and to market program services by: identifying information of importance to each group and determining the best means of conveying that information.

Provide input to licensing and policy bodies to ensure that program management issues are addressed by: reviewing proposed changes in policies and requirements in terms of residents' needs; current and potential program resources; and programming/treatment principles; and preparing responses to the changes.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Treatment/programming methods and options applicable to the disability group(s) served by the facility sufficient sufficient to design, implement, and evaluate an overall integrated program of individualized services for the facility.

Management principles sufficient to plan, organize, direct and monitor the performance of a large staff directly and through subordinate supervisors and managers to ensure efficient utilization of program staff.

State and departmental administrative policies relating to treatment programs to ensure that requirements are met in the design of long-term plans, monitoring of assigned program areas and the development of corrective plans.

Resource requirements and costs sufficient to compile and present a budget to meet projected levels of service.

Needs assessment methods sufficient to guide the efforts of assigned staff in preparing long-term service plans.
Public speaking sufficient to ensure an accurate understanding of programs in the area served.

Dynamics of committee and task force groups sufficient to ensure that desired input is obtained, committee efforts focus on key issues and that time of facility staff and community representatives is utilized effectively.

Training principles to ensure that facility staff understand new program directions and requirements.

Ability to:

Manage and motivate facility staff.

Communicate orally and in writing so that facility goals, plans and requirements are understood.

Est.: 3/88
Rev.:

T.C.: 12/97
Former Title(s): Residential Program Services Director