

Position Title:	Operations Director	Department:	Disability Services	
Reports to:	Senior Director	Classification	Exempt X	Non Exempt
Date:	August 2020	Supervises:	Yes X	No

GENERAL FUNCTION:

This position oversees operations of the Disability Services program. Assists with mediating employee, client, and guardian conflicts and approves the selection and termination of employees. Attends meetings pertinent to the position and program, participates in local, state and national committees in support of people with developmental disabilities. Ensures that state regulations and standards are met, participates in program Quality Assurance and state evaluation processes. Oversees the transitional procedures as the program adapts to new technology and takes on new clients and contracts.

QUALIFICATIONS:

- BA in Human Services or related field with five years of management experience; or MA with three years of management experience and working with individuals with disabilities or similar programs; or ten years of management experience in a related field.
- Knowledge of DDA and WAC policies.
- Experience drafting and implementing program-specific policies and procedures.
- Conflict resolution experience preferred.
- Strong personnel oversight experience.
- Ability to stimulate and motivate cooperative team efforts and provide leadership.
- Ability to work independently and meet timelines.
- Knowledgeable and skilled in all Office Suite applications, with a special emphasis on Excel and Publisher.
- Ability to learn and use technology applications as appropriate to the work environment.
- Requires excellent oral and written communication skills.
- Ability to demonstrate the necessary attitudes, knowledge and skills to deliver culturally competent services and work effectively in multi-cultural situations.
- Current WA State Driver's License and proof of current automobile insurance.
- Ability to pass and maintain an acceptable background inquiry per State guidelines.

PRINCIPAL ACTIVITIES:

- Ensure compliance with Washington Administrative Codes (WAC) and DDA Policies.
- Maintain positive relationships with individuals we serve, their families, funders, and DDA.
- Ensure compliance with VOA and DS strategic goals and RCS standards.
- Ensure timely reporting to DDA and VOA Administration.
- Supervise Regional Directors, QA and Training Coordinators in all service areas.
- Maintain physical presence in all counties regularly.
- Oversee all program monthly billing in a timely manner.
- Ensure that DS operates within budget targets.
- Coordinate quarterly management team meetings.

Disability Services Employment Opportunity

- Ensure quality services are offered to the people we serve.
- Work with Senior Director to negotiate contract revisions and additions with DDA.
- Participate in local, state, and national committees.
- Assess program technical needs to maintain operations.
- Provide leadership with transition plans needed for technological expansion and advancement.
- Assist with legislative advocacy efforts.
- Assist with program investigations as needed.
- Generate annual client satisfaction survey.
- Other duties as assigned.

If you wish to apply for this position, please email your cover letter and resume to:
recruiter@voaww.org

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