

Easter Seals Washington Position Description

Job Title: Program Director

Department: Olympic Peninsula Autism Services (OPAC)

Supervisor: Vice President of Programs

Job Summary: The Program Director provides supervision, leadership, financial management, marketing, and facilitation of the autism services program. The Program Director works with Executive Leadership to develop and implement strategy to expand program throughout Washington state.

DUTIES AND RESPONSIBILITIES

1) Agency Administrator

- Manages day-to-day operation of ESW behavioral treatment services.
- Ensure administrative, personnel, and clinical policies and procedures are adhered to, kept current, and remain in compliance.
- Streamline processes ensuring that existing resources are used efficiently and effectively.

2) Financial Management:

- Assures accurate billing and timely receivables with all payers.
- Prepares and revises program budgets.
- Meets or exceeds financial goals.
- Initiates program adjustments based on current budget performance.
- Responsible for preparation and approval of purchase orders, invoices, and other financial documentation.
- Works with vendors including Central Reach and billing company.

3) Human Resource Management:

- Leads the employees by communicating mission and vision; setting expectations; holding employees and self accountable; and assuring that all stakeholders act in concert with ESW's values and code of ethics.
- Provides for the recruitment and selection of program staff.
- Employ sufficient qualified personnel to provide adequate treatment services and facility security.
- Ensure all persons providing clinical services are credentialed and/or licensed for their scope of practice as required by the Behavior Analyst Certification Board and/or Washington State Department of Health.
- Identify at least one BCBA to be responsible for clinical supervision duties.

- Ensure that there is an up-to-date personnel file for each employee, trainee, student, volunteer, and for each contracted staff person who provides or supervises an individual's plan.
- Ensure that personnel records document that background checks have been completed for each employee and volunteer.
- Conducts all employee discipline in accordance with Easterseals Washington policies.
- Performs staff 3-month and annual evaluations.
- Effectively delegates responsibilities to team members.
- Provides for and maintains records of staff training, program orientation, and meetings.
- Approves staff timesheets, expense reports, mileage reports, leave requests, and other employee action forms.

4) Program Management:

- Assists in the development of the program business plan including growth objectives.
- Implements program business plan to achieve milestones and, with approval of Executive Leadership, adjusting strategy as needed.
- Assures that all services offered meet or exceed internal and external quality assurance guidelines.
- Ensures that services are offered in accordance with safety policies and procedures.
- Collaborate with Clinical Director or BCBA as needed.
- Responds effectively to crisis situations.
- Responsible for maintaining the condition of the facility in accordance with the county requirements and property lease.
- Ensures a clean and professional atmosphere that lends itself to attracting and retaining clients.
- Provides and communicates program direction to all stakeholders
- Successfully represents Easterseals Washington to the public and markets the program to targeted groups.
- Participates in industry groups to be informed of current trends, new information, and best practices.
- Provides information and referral for Easterseals Washington programs and services.

5) Compliance Management:

- Continually assess and manage risk for the program.
- Develop or revise program-specific policies and procedures including staff and client handbooks, standard operating procedures, forms, and other operational documents.
- Ensure clinical standard operating procedures are developed, kept current and adhered to.
- Oversee annual security and risk assessments required for federal and state compliance including HIPAA and HITECH compliance.

- Correction of findings from security and risk assessments as well as analysis and implementation of approved recommendations.

SKILLS AND EDUCATIONAL REQUIREMENTS:

- A. Bachelor's Degree (Business Administration preferred) or combination of work experience and education commensurate with above duties.
- B. Three years of previous supervisory, leadership and administrative experience.
- C. Experience developing and meeting budgets.
- D. Knowledge of medical billing (*preferred*)
- E. Moderate to advanced computer skills (MS Office applications).
- F. Ability to work independently and hold self accountable.
- G. Excellent customer service skills.
- H. Sound judgment, problem-solving and decision-making skills.
- I. Ability to exercise confidentiality and discretion pertaining to the work environment.
- J. Private transportation that can be used on the job.
- K. Possession of current Washington State Driver's License and proof of sufficient auto insurance coverage.
- L. Flexible schedule of availability.
- M. Must pass Washington State criminal background check (and FBI fingerprint check if a Washington resident for less than three (3) years).
- N. Must have proof of U.S. citizenship or right to work.
- O. Must complete Easterseals Washington Corporate Orientation
- P. Commitment to Easterseals' Purpose Statement: Changing the way the world defines and views disabilities by making profound, positive differences in people's lives every day.

INTER-RELATIONSHIPS

The Program Director is responsible for maintaining relationships with people inside and outside the Easterseals Washington organization including but not limited to: Easterseals Washington leadership and departments, clients, staff, volunteers, insurance companies, and vendors.

WORKING CONDITIONS

Most duties will be carried out in the center and may involve frequent bending, reaching, squatting, kneeling, twisting, and sitting. Successful program operations will necessitate travel to vendors, agencies, out-of-town meetings, offices, and other program sites. Occasional lifting, carrying, and loading/unloading of toys and materials up to 25 lbs.

NEEDED ATTRIBUTES

The Program Director must be able to effectively communicate with many different types of people. Flexibility, patience, and organizational skills are imperative. A professional appearance and alignment with all ESW values is critical.

PREPARED BY: Vice President of Programs

APPROVED BY: Vice President of Human Resources

By signing below, I acknowledge that I fully understand and accept these job requirements.

Employee Print Name

Employee Signature

Date