



Director of Professional Services

Accountable to: Community Leader

FLSA status: Exempt

Position summary: 'At Will' Employee. The role of the Director of Professional Services (DPS) is to work with the whole community and the Community Leader/Executive Director in assuring Arch, Inc. lives out the Identity, Mission, and Charter of L'Arche. The DPS is also responsible for the well-being of each core member and assure the overall quality of life, needs, and growth of the community are being met. Furthermore, this person exemplifies the character qualities and personal commitments of L'Arche USA.

Role description and general responsibilities: The DPS is responsible for overseeing the daily professional care of the community in accordance with government legislation, board policy, and the philosophy of L'Arche. The DPS ensures compliance with the State of Iowa Home and Community Based Services Waiver and any other governmental requirements. The Director of Professional Services is directly accountable to the Community Leader.

General duties may include (but are not be limited to):

- Share responsibility with Community Leader/Executive Director, Coordinators, and related committees for the admission and discharge of core members
- Develop and maintain mutual relationships within the community
- Support and ensure the physical care, safety, personal growth/support, and community life of each core member
- Assist teams within the homes to provide consistency and continuity in the lives of the core members living in the community
- Assist with the development of behavior and social skills plans
- Assist with the development and implementations of Individual Service Plans (ISPs)
- Ensure each core member has a voice in the decision-making and planning of his/her services
- Be aware of and oversee follow-up of all major and minor incidents. Report all major incidents to state
- Be present in homes to build relationships and to monitor services
- Produce working schedules for assistants within each program
- Share in rotation of on-call duties, and provide direct service coverage in emergency situations, when core members' needs warrant and/or staff shortages occur
- Respond to emergencies and critical events in the homes
- Assist in budget preparation, as required, and apply budgetary parameters to scheduling, training, hiring, and all other relevant agency areas
- Participate in the interviewing process of new employees
- Share responsibility with Coordinators and Community Leader/Executive Director in evaluating employees for termination of employment
- Assist Coordinators in evaluating Assistants' documentation and direct care skills
- Oversee core members' records
- In conjunction with the leadership team, participate in state inspections, surveys, audits, and evaluations and coordinate any necessary follow-up of corrective action plans
- Ensure that state regulations for RCF and HCBS SCL programs are known and followed
- Assist with year-end close out



Director of Professional Services

- Review and approve medical quarterlies
- Coordinate and facilitate quarterly pharmacy walk-throughs
- Facilitate annual program evaluations
- Sign and verify checks, as needed
- Review policies and procedures and update, as needed, for the Employee Handbook
- Other duties as assigned by Community Leader/Executive Director
- Provide and/or oversee the orientation and training of Coordinators and Assistants of tasks related to core member care and fulfilling HCBS record keeping requirements
- Provide functional accompaniment to employees
- Participate in the facilitation of any disciplinary actions per L'Arche Clinton's policies
- Provide Waiver support and education to Coordinators and Assistants to ensure continuing compliance to state regulations
- Plan and implement on-going training of assistants regarding individual core members and core member related issues
- Coordinate any necessary in-service sessions for employees
- Assist Coordinators with daily life and utilize problem solving techniques
- Provide training of CPI to all employees, as needed and required
- Announce L'Arche and assist with fundraising efforts
- Participate in Leadership and Assistant meetings, as scheduled
- Meet regularly with the Community Leader
- Be aware of and committed to all L'Arche documents and Arch, Inc. policies and procedures

Qualifications:

- Willingness to accept the mission, identity and charter of L'Arche USA and the L'Arche International Federation
- Ability to share life with people with intellectual disabilities
- BA degree required, Master's degree preferred
- Five or more years' experience or education in related field
- Supervisory and leadership experience required
- Strong personal skills pertaining to healthy communication, self-awareness, stress management, problem solving, and objectivity
- Ability to listen to people – both verbal and non-verbal listening
- Ability to develop and implement training
- Valid driver's license
- Certification in CPR, CPI, med management, and dependent adult abuse within 6 months of hire
- Strong verbal and written communication skills
- Experience in behavior management and ability to train others
- Experience in HCBS Waiver
- Act as the administrator for The Arch's homes and/or oversee the licensed administrator



Director of Professional Services

Must meet one of the following conditions:

- 1) be a licensed nursing home administrator and qualified professional serving in the field of intellectual disabilities
- 2) be a qualified professional with 1+ years' experience in an administrative capacity within a health care facility
- 3) completed an educational program approved by the Department of Inspections and Appeals

Physical requirements:

- Physical and TB at commencement of employment and every four years thereafter
- Must be free of communicable disease
- May assist in the transfer of individual to/from wheelchair, chair, bed, toilet, vehicle, etc.
- May require lifting at times, up to 50 pounds
- May require prolonged walking and standing for up to eight hours
- May require frequent bending, stooping and stretching
- May require driving up to 8 hours
- May experience various climatic conditions
- May require working with difficult emotional and physical behaviors (i.e. physical and verbal aggression, seizures, etc.)

I have read, understand, and accept the above job description. I further understand this description is not entirely inclusive and duties may be changed, added, or removed from my role at any time.

Employee _____ Date _____

Community Leader _____ Date _____

Community Council approved:
Personnel Approved:
Board Approved: