



Position Description

Title: Director – Residential Treatment Services		
FLSA Class: Exempt	EEO Category: Sr Management	WC Class: 8861
Job Title #: 1000200	Salary Grade:	
Date Approved: 12/6/2016	Purchasing Approval Level: II	
Revision Date:	Revision:	

Purpose of Position

The Director of Residential Treatment Services position provides the guidance, direction and monitoring to ensure achievement of targeted goals and outcomes, including full enrollment per budget capacity; compliance with Joint Commission and program contracts, and Great Circle procedures, standards, and policies. The position directly supervises the Milieu Services Manager, Clinical Services Manager, Nursing Services Manager, and at certain locations the Maintenance Manager and Food Services Manager. The Director of Residential Treatment Services actively participates in the Great Circle leadership team and is responsible for achievement of the overall strategic plan goals, annual outcomes, quality indicators, and core competency performance standards for all Residential staff. This position reports directly to Great Circle’s Chief Program Officer of Residential Treatment Services.

Major Duties (*Essential Element)

- Provides leadership direction, program development and execution of all residential treatment programming on assigned campus
- Ensures that all departments and areas within the residential program are operating in compliance with all Joint Commission standards, Missouri Statutes, and regulations, and Great Circle Policies and Procedures.
- Primary responsibility for developing and upholding the program budget. Ensures that program census and revenue expectations are met and that program expenses are kept within budgetary expectations
- Possesses strong communication skills and models proactive communication and transparency at all times.
- Ensures that all residential programming maintains high standards of performance and fidelity to established Model of Care Principles, tenets, and

expectations. Works with residential and agency leadership to review and update policies and treatment expectations and needed. Monitors program outcomes, quality assurance, and improvement strategies.

- Hires and supervises program managers and other staff. Coaches and develops staff and consistently demands higher performance. Holds staff accountable.
- Ensures that all trainings expectations are met for residential staff and that all performance evaluations and disciplinary actions are completed in a timely, fair, and thorough manner.
- Participates actively in the statewide residential leadership team. Provides support and guidance for other campuses and needed.
- Works collaboratively with HCBS, education, support staff, and other regional and statewide Great Circle groups to achieve annual goals, improve quality, and strengthen competencies across all regions.
- Establishes and maintains excellent relationships with key stakeholders, community leaders, referral sources, clients, and customers
- Works with Program and maintenance staff to ensure that the physical plant is maintained in good condition at all times.
- Perform other job-related duties as assigned for the betterment of Great Circle

Working Conditions

Office or home working environment and computer work

Physical Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to sit or stand at a personal computer for a reasonable length of time typing and reading. This person must be able to see, hear, speak, walk, and sit. Must be able to use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl. Vision abilities required for this job include close vision, distance vision, peripheral vision, depth perceptions, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Budget Responsibility

Responsible for managing the Residential Budget for location

Supervisory Responsibility

Supervisor of 4-6 people including the following: Milieu Services Manager, Clinical Services Manager, Maintenance Manager, Nursing Services Manager and Food Service Manager.

Qualifications

- Strong customer service focus and excellent interpersonal skills
- Strong and demonstrated personal commitment to their professional development and growth.
- Proven multi-project prioritization abilities
- Excellent reading, oral and written communication skills and understand English.
- Exceptional verbal, written, analytical, communication, and persuasive skills, and the ability to interact effectively with all levels of employees and management.
- Proficient in Word, Excel and email applications
- Willingness to travel

Required Education and Experience

- Master's degree in Social Work, Psychology, Counseling, or related field.
- A minimum of five years' experience working with children in a residential setting.
- A minimum of four years previous supervisory experience.
- Possess a current, valid driver's license and meet the Great Circle requirements for insurance.

Preferred Experience

Missouri State Licensure (LCSW, LPC, etc.)

Preferably two or more years of experience in an administrative position in a residential setting.