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Associate Director

Description

JOB SUMMARY

We are a fast growing company looking for dedicated and hard working person for the position of Associate Director.

The Associate Director is responsible for oversight and operations of a cluster of residential homes for individuals with intellectual disabilities, brain injury, and or autism, while ensuring a healthy emotional and physical environment for the individuals. This person is able to work independently and assists our organization grow by increasing referrals while retaining high consumer satisfaction and compliance with all applicable rules and regulations.

The Associate Director is in charge of planning or organizing day-to-day affairs at TOBOLA managed homes in a cluster area. He / She implements strategic plans to help complete organizational operations. The duties of the associate director include the following: supporting and executing the plans according to CMS, DDDS standards, and the policies of TOBOLA Health Care, overseeing business related development, maintaining relevant client information/data, managing day-to-day activities, and looking after the important deadlines related to projects and assignments of the company. In addition, the Associate Director is responsible for the complete oversight of all quality assurance initiatives, ensuring adherence to State Licensing Indicators, and creating improvement plans as needed. He / She will maintain Organized Communication with Funding Sources and Guardians.

The Associate Director works closely with all agency divisions to ensure effective, efficient service delivery. He / She represents the organization in a positive and professional image, ensuring TOBOLA values are the foundation of our service delivery, shared and understood by all.

Responsibilities

1. Grow agency census by establishing beneficial relationships with referral sources and increasing referrals
2. Maintain involvement in the community to bring awareness of agency services
3. Identify, acquire, set up, license, open, and efficiently operate new homes
4. Ensure all DDDS standards and applicable laws and regulations are followed
5. Participate in state monitoring and compliance surveys and complete requests for qualification and related paperwork
6. Develop and update policies and procedures
7. Ensure all client and staff paperwork is accurate, complete, maintained, and kept updated
8. Ensure programs are kept up to code in compliance with all applicable rules and regulations, safe and well kept
9. Ensure home expenses are in line with budget by establishing expense guidelines, monitoring expenditures, and tracking financial operations

Hiring organization

Tobola Health Care Services Inc.

Employment Type

Full-time

Industry

Health and Human services

Job Location

Dover, Delaware, USA

Working Hours

8:30 – 5PM (24 hour responsibility)

Date posted

March 21, 2021

Valid through

25.07.2022

10. Ensure efficient and effective operations
11. Ensure high level client satisfaction
12. Work closely with staff to ensure proper scheduling of caregivers and solve issues that arise.
13. Oversees the recruitment, onboarding, training and retention of employees
14. Utilize our web-based care management system – Therap[®] to monitor operations including clinical documentation, monitor care logs, and to maintain client and caregiver records
15. Effectively and accurately communicate with caregivers, clients, and case managers.
16. Ensure effective recruiting of staff, retention, and training
17. Perform home visits at least once a month and as necessary
18. Complete incident reporting as necessary

19. Reviews quality assurance standards, studies existing organization policies and procedures.
20. Develops and Conducts customer and employee satisfaction surveys to evaluate effectiveness of quality assurance program.
21. Writes quality assurance policies and procedures.
22. Reviews and evaluates clients' records, applying quality assurance criteria.
23. Compiles statistical data and writes narrative reports summarizing quality assurance findings.
24. May review individual's records, applying utilization review criteria, to determine need for admission and continued stay in hospital.
25. Establishes and maintain site specific monthly QAPI meetings
26. Other projects / duties as assigned by administration

Qualifications

- Master's degree in health and Human Services or related field (Preferred)
- Bachelor's degree in health and human services or related field

- Minimum 6 years prior experience including 3 years residential management / staff management experience and 3 years supporting individuals with intellectual and developmental disabilities, autism, brain injuries or other unique challenges.
- Knowledge of regulatory compliance.
- Prior supervisory experience required.
- Ability and willingness to provide hands-on personal care.
- Strong organizational skills.
- Must be able to effectively communicate in both verbal and written form with coworkers and supported individuals and read fluently.
- Valid driver's license in the state of Delaware (Other state license must be changed to Delaware within 60days)
- Successful completion of all state and Agency mandated trainings required upon hire.
- Successful completion of Medication Administration Training certification required upon hire.
- Very comfortable with technology applications including personnel recruiting systems, staffing and scheduling systems, electronic medical records systems, Microsoft Word, Excel, Power Point, etc.

- Very organized and detailed, able to handle extensive amounts of paperwork / documentation
- Reliable car, valid State driver's license and car insurance
- Background check will be required

Job Benefits

- New Hire Bonus
- Company paid Medical Benefit
- Dental insurance
- Vision insurance
- Paid Time Off
- Paid Holidays
- Retention Bonus

Contacts

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