



**JOB TITLE:** Agency With Choice (AWC) Director  
**JOB STATUS:** Exempt  
**REPORTS TO:** Director of Programs  
**SUPERVISES:** Yes

## **GENERAL SUMMARY**

Under the direction of the Director of Programs, the AWC Director is responsible for supporting the mission of The Arc of Lehigh and Northampton Counties through the management and development of all facets of the AWC Program. The AWC Director is responsible for the oversight of all Department activities, including but not limited to the administration of financial considerations within the department, direct supervision and performance evaluation of department personnel, participation in the strategic planning of both the Department and organization as a whole, completion of on-going analysis of program function and performance relative to both regulatory requirements and business landscape, and the day to day operations of the Department focused on the efficiency and efficacy of its function.

## **EDUCATION AND EXPERIENCE**

- A Bachelor's Degree or equivalent years of experience working with IDD Programs
- Knowledge of (ODP) Office of Developmental Programs waiver-based programs and funding
- Demonstrated ability to drive program expansion and program recognition throughout the community
- Clear criminal background check
- Effective communication skills and able to present program to groups large and small
- Ability to coordinate and direct the work of others
- Ability to problem solve and proactively address issues preventing escalation
- Ability to handle multiple projects and details. Work well under pressure and the flexibility to respond to changing priorities, unplanned events or emergencies.

## **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:**

- Adherence to The Arc's Core Values and Mission
- Demonstrate and support all diversity and inclusion practices and initiatives

## **PROGRAM FUNCTIONS:**

- Develop, implement and evaluate program operations and procedures to ensure the highest quality services are provided and positive outcomes are achieved.
- Function as liaison with funding and referral sources, managing employers, service providers, community organizations such as Support Coordination Organizations and County Administrative Entities.
- Promote AWC services among county administrative entities, supports coordinators and other organizations in the community to develop client referrals.
- Develop and implement budgets and program applications/needs in conjunction with the Senior Leadership Team.
- Responsible for the development, oversight, and compliance with all reporting requirements, including but not limited to billing, program records, progress reports, incident reports, staff hours, utilizations, managing employers etc.
- Ensure compliance with all agency policies and procedures, program requirements, waivers, regulations and laws.

- Prepare, participate, and engage in programming activity, monitoring, ensuring all identified issues are addressed in a timely manner.
- Prepare and actively participate in required meetings, including but not limited to: team meetings, Individualized service plan meetings as needed, committee meetings, administrative meetings, events, task forces.
- Work in conjunction with other Department Directors to brainstorm program initiatives and how to work together to engage staff in the organizational culture.
- Respond and collaborate with internal and external stakeholders IE: individuals, families, agency staff, volunteers etc.
- Assist with the development and implementation of agency and department policy and procedures, and strategic planning as needed and/or directed.
- Assist AWC Coordinators, Payroll, and Billing staff as needed and required.
- Serve as an Incident Manager point person for program related incident reports, certified investigations and risk management activities.

#### **STAFF MANAGEMENT:**

- Responsible for participation in the recruitment, hiring and onboarding of new staff, the on-going supervision and evaluation of all program staff relative to agency policy and program regulations and requirements.
- Work with immediate staff and other departments to set procedural guidelines for any program related activities.
- Provide consistent opportunities for learning and growth for immediate staff and those affiliated with the program.
- Develop high caliber staff capable of providing high quality services, hold accountable to job responsibilities, and motivated to develop staff.
- Identify issues promptly and rectify them positively as learning opportunities.
- Work collaboratively with Department and agency staff in positive and forward-thinking manner.
- Exhibit objectivity and openness to staff, be receptive to others' views, give and welcomes feedback, contribute to building a positive team spirit, and be willing to put success of team above own interests.
- Build and foster positive morale. Seek to encourage group commitments to goals and objectives.
- Support everyone's efforts to succeed.

#### **OTHER:**

- Participate in trainings and internal and external Committees as related to job responsibilities.
- Create monthly AWC board reports.
- Keep abreast of current developments in the field of intellectual and developmental disabilities programming.
- Approve all expenses prior to purchase of materials, equipment or supplies.
- Complete and report on annual AWC survey.
- Will maintain direct communication with the Director of Programs concerning program development and progress.
- Assist with the development of the annual budget for the AWC Program
  - Estimate finances allocated for Program materials/staff increases/technology/Etc.
- Work collaboratively with peer Directors and Senior Leadership Team on various Arc related activities.
- Perform other duties as assigned.

#### **COMPETENCIES:**

- For success, the Director must demonstrate the following competencies:
- Leadership Skills: Demonstrates ethics and integrity; Displays drive and purpose; Exhibits leadership stature; Increases capacity to learn; Manages self; Increases self-awareness; develops adaptability;

Communicates effectively; Develops others; Values diversity and differences; Builds and maintains relationships; Manages effective teams and work groups.

- **Interpersonal Skills:** Interacting with diverse populations, focus on positive conflict resolution, maintain confidentiality, and promote positive teamwork and ingenuity.
- **Customer Service:** Manages difficult or emotional situations with a calm and professional demeanor, respond promptly to customer needs, solicit customer feedback to improve service, and prompt response to both vendors, consumers and service providers on all matters.
- **Verbal and Written Communication:** Communicates in a clear, concise and professional manner, including proper use of language and review of spelling/grammar. The ability to present numeric data effectively and with appropriate interpretive qualification and can digest and interpret relevant information accurately.
- **Team Player:** Embraces the concept of teamwork through active encouragement of success for all teammates. Has the ability to balance the needs of the team with their own individual responsibilities. Contributes to building a positive team culture by displaying objectivity and openness to others' views and can accept and receive constructive feedback in a positive manner.
- **Quality:** Demonstrates accuracy, thoroughness and an attention to detail. Strive for ingenuities to improve and promote quality. Has the ability to apply feedback to improve their own performance and independently monitors their own work to ensure quality.
- **Independence:** Capable of working independently under the direction of the Director of Programs and can prioritize objectives and work activities. Must have the ability to make effective use of time and completes work on time, or properly notifies Director of Programs with alternative plan for completion.

**COMPUTER SKILLS:**

Knowledgeable in using MS Office and related program specific software.

**Requirements for Continued Employment:**

1. Successful completion of the 90-day evaluation period (for new employees and current employees in a new position).
2. Successful completion of job responsibilities.

Is there any reason why you would not be able to perform the responsibilities of the position?

Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, reason \_\_\_\_\_

I have read the job description and agree to its provisions.

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Employee Signature

Date