

# Program Director (ADHC)

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## Job Description

### Summary

The Program Director is responsible for all matters pertaining to the day-to-day operations of a regional facility to deliver quality program services in accordance with the organization goals and objectives. An ideal Program Director is goal-oriented and has a strong commitment to the patient population with a sense of urgency for continuous quality improvement. His/her main functions include: program development and implementation, staffing (hiring, training & disciplining of employees & consultants), volunteer coordination, community relations, budgeting, record keeping, reporting (organizational & governmental), audit preparations, facility maintenance (physical & licensure).

### Essential Job Functions & Responsibilities

Responsible for the provision of ADHC/CBAS social services, including various aspects of assessment (initial assessment, quarterly note, periodic assessment, annual assessment, etc), care plan development and advocacy for each participant.

Oversees the implementation and execution of clinical workflows as required.

Evaluates the potential patients as a total person; identifies the limitations which impede their daily living; monitors and reports case recording on a timely basis.

Prepares and implements Individual Service Plans (ISP); ensures on-going communication with the planning team.

Supports social workers conduct home assessments and outreach.

Monitors enrollment of patients.

Spearheads and ensures timely interdisciplinary team meetings.

Provides consultation to therapists, families, patients and relevant community members.

Ensures appropriate compliant staffing levels (including recruitment, training, coaching, retention, evaluation, and termination).

Coordinates documentation and data collection with the Home Office for timely licensing/certification and program compliance.

Compiles documentation and reporting for USDA Food & Nutrition Service reimbursements.

Responsible for operational budget, time-keeping and billing for services provided.

Prepares incident reports for both internal and external agencies

Other duties as assigned.

### Key Results

- Achieves annual productivity goals (i.e. BADA, % Use of TAR, etc.).
- Spearheads and prepares timely Meal Reimbursement related paperwork.
- Ensures all regulatory agency and health plan audit successes.
- Implements and sustains internal and governmental regulatory policies and procedures.
- Takes initiative on ways to improve clinic workflow and patient care.
- Plays a key role in the preparation and training of staff.

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- Demonstrates a significant ability to multi-task and be self-directed.
- Improves year-over-year staff retention rate.

## **Minimum Qualifications**

- Minimum Master's Degree in Behavioral Sciences, preferably in Social Work, Psychology or Gerontology from a US university.
- Didactic, theoretical and practical knowledge related to the physical, mental and social needs of the elderly/aging population. Ability to quickly learn new healthcare programs as needed.
- Five (5) years of project management and/or operations experience with a minimum 2-year in management or leadership experience working in multi-disciplinary team environments, preferably in a professional healthcare environment.
- Strong knowledge of MS Office software (Word, Excel, PowerPoint & Outlook).
- Excellent written and verbal communication skills. Exceptional attention to detail & accuracy, including proofreading skills for legal and compliance reporting purposes.
- Discipline to organize and prioritize duties, multi-task in a fast-paced environment, and apply common sense when carrying out duties with a strong sense of judgment, discretion, and confidentiality.
- Maturity and ability to work with, supervise and lead difficult people & situations.
- Ability to both follow and provide detailed instructions. Reliable follow-through to ensure regulatory compliance & quality assurance.
- Must have a valid CA Driver's License, auto insurance, & everyday access to a reliable vehicle.
- Subject to a background check and sign confidentiality disclosure.