

Director of Operations (DO)

Job Summary

Discovery Living has been serving adults with intellectual disabilities for over 40 years and sets the gold standard for service provision in the area of disability services. We are currently hiring for our Director of Operations (DO) role. As a DO, you will oversee the day-to-day administration of support services, advocacy, and activities of individuals served, ensuring that the organization is managed and performing efficiently and effectively. You will be responsible for one-half of the thirty-four supported community living services provided by Discovery Living, including the direct supervision of six Community Living Coordinators.

Essential Functions

- Participate in the hiring and training process.
- Organize and oversee the work and schedules of assigned teams.
- Conduct performance evaluations that are timely and constructive.
- Handle discipline and termination of employees as needed, and in accordance with, company policy.
- Establish quantitative and qualitative metrics, guidelines, and standards by which the company's efficiency and effectiveness can be evaluated; identifies opportunities for improvement.
- Review, analyze, and evaluate business procedures.
- Implement policies and procedures that will improve day-to-day operations.
- Ensure work environments are adequate and safe.
- Communicate and explain new directives, policies, or procedures; for major changes, meets with entire operations staff to explain changes, answer questions, and maintain morale.
- Project a positive image of the organization to employees, individuals, stakeholders, and community.
- Ensure that labor, operational, and other expenses are effectively utilized.
- Regularly complete site visits to assure that individuals, employees, and families are satisfied with Discovery Living services.
- Compile needed service verification data to enable prompt and accurate billing for services.
- Provide operational updates to the agency board of directors.
- Perform other related duties as assigned.

Qualifications

- Bachelor's Degree in a human services or related field.
- Minimum of five years of leadership experience in the ID/DP (intellectual disabilities/disabled persons) field.
- Prior experience in a supervisory role in community-based disability services.
- Direct experience writing and implementing individualized care plans.

- Must have a valid Iowa driver's license and be insurable through the Discovery Living Inc. insurance carrier.

Competencies

- Thorough understanding of practices, theories, and policies involved in business and finance.
- Superior verbal and written communication and interpersonal skills.
- Superior managerial and diplomacy skills.
- Excellent analytical, decision-making, and problem-solving skills.
- Working knowledge of agency technology and software systems.
- Ensure the confidentiality of individuals served, employees, and company information.
- Respond to stressful situations in a calm and professional manner, reflecting a positive image of the organization in the community.
- Willing to work a flexible schedule.
- Demonstrate a positive, solution-oriented approach.
- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 40 pounds at times.
- Ability to work cooperatively with a diverse group of people is a key aspect of the job.