

Executive Director of Operations **Starting at \$150,000 | Florida-Based Opportunity**

Are you an experienced operations leader ready to make a meaningful impact? We're seeking a **dynamic Executive Director of Operations** to lead with strategy, vision, and results.

- **Starting salary: \$150,000**
- **Must reside in Florida or be open to relocation**
- **Exceptional benefits package**
- **Incredible opportunity to grow with a mission-driven organization**

Do you have substantial management experience in human services? Are you looking for rewarding work in an organization dedicated to making a positive impact in the lives of others? Bring your expertise and leadership skills to a team-based workplace that puts people first. As Executive Director of Operations Management, you will be responsible for operational management at the state level, overseeing either a portion of a state, an entire state, or a grouping of states, typically producing \$30 million or more in annual revenue.

- **Services and Support:**
 - Oversee systems for implementation of program planning; monitor delivery of services and supports; ensure services are consistent, engaging, and relevant to the individuals served; expected to be available in the event of emergency.
 - Implement quality improvement standards and practices; work with the Quality Improvement Vice President and direct the Quality Improvement Director in developing and implementing multi-state strategies to manage and improve quality.
 - Organize licensing compliance including Compliance Plan implementation and timely and accurate documentation; maintain confidentiality and adherence to individual rights standards; review and respond accordingly to adverse action regulatory correspondence and monitor multi-state compliance.
 - Develop strategies to maintain and foster positive relationships with individuals receiving services, families, guardians, case managers, and payers.
 - Administer satisfaction surveys and implement improvement plans and the stakeholder communication plan.
 - Oversee execution of incident management protocol; manage timely incident reporting and response to higher-level incidents; review trends; work with state operations and quality improvement leadership to identify and apply proactive strategies to reduce or eliminate serious incidents in assigned states; direct state teams to address safety concerns, limiting the potential for continued concern or incident.
 - Implement system to assure protection of individuals' funds and property, ensuring safety and accuracy; oversee system for auditing, monitoring, and reviewing individual financial accounts.
- **Health Care:**
 - Oversee implementation of health and safety programs as well as medication administration and dietary planning; implement strategies to limit illness or serious incident and promote access to timely and appropriate medical care; oversee healthcare documentation.

- Oversee system for medication administration, documentation, and security; direct audits of medication administration documentation; direct system to confirm that employees are appropriately certified and trained.
- Direct assigned states to design and monitor food service in accordance with dietary and regulatory requirements, addressing special needs, special occasions, and individual choice.
- **Stakeholder Relations:**
 - Manage relationships and communications with the general community, neighbors, government, competitors, and other outside organizations.
 - Maintain and foster positive relationships with multiple state government authorities and referral agencies such as counties, regional centers, managed care contractors, and government administrators.
 - Advocate on behalf of individuals served or supported; join and take a leadership role in state and national trade associations, advocacy, or other pertinent organizations.
 - Develop and implement public policy strategy; participate in building relationships with legislators and government officials; make political contacts and lobby on behalf of the industry, company, and persons receiving services.
- **Personnel:**
 - Oversee implementation of human resource practices including recruitment, retention, training, scheduling, payroll processing, record keeping, and management of employees; conduct monthly meetings with state team members including Executive and State Directors, Business Director, Quality Improvement Director, Human Resource Director, and other personnel.
 - Work with the Human Resource Director in developing and managing recruitment and hiring strategies; hire Executive and State Directors, Quality Improvement Director, and other team members in consultation with the Operating Group President and department vice presidents.
 - Oversee multi-state management and implement company employment practices; conduct annual evaluations for multi-state team and oversee evaluation process for all employees; in consultation with human resource personnel, review written warnings and approve involuntary terminations for state-level personnel.
 - Organize and oversee orientation and training programs; monitor training compliance and documentation.
 - Manage workers' compensation and employee safety programs; monitor compliance; direct return to work implementation.
- **Growth and Development:**
 - Oversee strategic and blueprint planning to grow business across multiple states; incorporate growth and budgetary planning; review best practices for dissemination across states; maintain a healthy and productive business showing year-over-year growth.
 - Direct business development and operations personnel in efforts to grow revenue, maintain margin and meet annual growth plans; encourage state and regional development to serve new populations and drive geographic and service line expansion; encourage and approve new start or other core development initiatives.
 - Promote relationships with payers, competition, and other stakeholders; identify opportunities by following industry trends, responding to payer needs, and requests for proposal.
 - Identify potential candidates for tuck-in or acquisition; assist with diligence and integration planning; assume management of acquired entities.
 - Direct strategy across multiple states to increase census, maintain occupancy, improve daily attendance, and maximize utilization.
- **Financial Management:**
 - Oversee billing to ensure accuracy and compliance in practices and documentation; monitor utilization between authorization, provision of service, and billing.
 - Review the financial performance of business units; review financial statements; review purchasing practices.
 - Monitor spending and purchasing practices to maintain budgetary compliance; monitor staffing and program spending; approve proposals for capital improvement.
 - Work with the Operating Group President to develop fair and equitable wage plans; approve wage status changes for multi-state and state teams according to wage guidelines and budgetary parameters.

- **Maintenance:**
 - Oversee system to maintain facilities, grounds, furnishings, and equipment in good repair and working order and in accordance with regulatory standards; oversee environmental safety planning; develop long term plans for capital improvement.
 - Direct system to assure vehicles are clean, safe, and well maintained; oversee system of training procedures for maintenance and safe operation of vehicles and transport of individuals.
 - Oversee system to maintain neat, clean, and safe service environments, including grounds; ensure age-appropriate and esthetic decoration.

Qualifications:

- Bachelor's degree; Master's degree in Business or Human Services preferred.
- Twelve to fifteen years of related experience with significant management experience in the human services industry.
- Additional education or experience where required by regulatory authority. QMRP, QDDP, or QIDP certification preferred.
- Other licensure or certification where required by regulatory authority. Self-motivated and detail-oriented with ability to multi-task.
- Demonstrated skills with motivating team and driving results to meet goals.
- Strong leadership skills with an ability to influence others and drive change; “hands-on” leader who promotes collaboration through example.
- Strong identification with the Company's mission and our commitment to the people we serve and the services we provide.
- Must be willing and able to travel 30–50% of the time, with some overnight stays required.

Why Join Us?

- Competitive compensation/benefits package.
- 401(k) with company match.
- Paid time off and holiday pay.
- Complex work adding value to the organization's mission alongside a great team of co-workers.
- Opportunity to create high-stakes, meaningful change for individuals.
- Enjoy job security with nationwide career development and advancement opportunities.

We have meaningful work for you – come join our team – *Apply Today!*