**BUFFALO RIVER SERVICES, INC.**

**Director of Operations of Lawrence County**

**JOB DESCRIPTION**

The Director of Operations of Lawrence County will be directly responsible to the Executive Director. This employee will be responsible for maintaining agency knowledge of policies of funding sources and other program policy requirements; This employee is responsible for knowing DIDD QA, Licensure, Managed Care Organizations, TennCare and other mandated policies. This employee is responsible for facilitating sound programmatic procedures. And in the absence of Executive Director will supervise the Lawrence County programs in conjunction with the Director of Compliance and/or other leadership as needed. This employee will directly supervise the County Director, Case Manager, and Team Leaders. The COO will be fully and totally responsible for the Lawrence County program in all aspects. This employee will serve as a member of the Guidance Team and will be a part of the Executive Team. A 4 year degree in any subject and 2 years’ experience in the IDD management field or a 4 year degree in management, Human Resources, Human Services field and 1 year management experience or less than four year degree and multiple years of experience in a management job of the same nature in IDD is preferred.

**SPECIFIC REQUIRED DUTIES AND ABILITIES:**

**Case Management:**

* To monitor and coordinate activities, which address the following outcomes for persons served: personal goals, choice, social inclusions, relationship, rights, dignity and respect, health, environment, security and satisfaction.
* To assist RN with medical issues and medication routines for the program
* To oversee/serve as an agency case manager and/or delegate case management, documenting case management notes electronic or manually, required for persons served and completing state required supporting documentation; cost plans, TIMAS and all reports/documentation associated with Medicaid Waiver, Tenn Care ECF and Choices and the State of Tennessee.
* To oversee/facilitate timely customer assessments and other Social Services supports (i.e. medical, food stamps, TN CARE ECF and Choices, Medicare, mental health, guardianship, etc.).
* To oversee coordination with Independent Support Coordinators and Care Coordinators to facilitate and document the Person Centered Plan process for persons served in a timely manner and provide required documentation to those entities in a timely manner.
* To oversee/facilitate entry and/or discharge of persons served.
* To oversee/facilitate maintenance of records and keep annual requirements up-dated for persons served. To maintain accurate checkbooks, records, and filing systems at all times for persons served.
* To request information from third party medical providers for files
* To assure systems are in place at each location and assist to supervise the monitoring of medications and medication administration.
* To be responsible for accuracy and confidentiality of records of persons served.
* To oversee/provide the Human Rights functions and that Facilitator with necessary documentation to present to HRC committee and the Incident Management Committee Coordinator to the IMC as needed. To gather/prepare/assimilate all documentation needed for HRC and Incident Management and getting these to the appropriate Facilitator (Internal Quality Assurance or Incident Management Coordinator) in a timely manner
* To oversee communication with families/guardians/conservators as needed to keep them informed

**Administrative:**

* To oversee facilitation and/or delegate facilitation of the team process by leading the Team Leaders and the Team Members in the team work process. Although this position is responsible for a select set of teams, this position is also expected to share the responsibility of facilitating good teamwork among all teams, as needed.
* To check references, interview, and drug screen prospective new staff
* To provide and/or oversee Program Director Orientation, TIMAS training and other training as needed for all staff. To insure staff are trained timely, as required.
* To serve on committees as appointed by Executive Director
* To participate in the on-call rotation as required
* To assist with establishing growth of program in developing new service locations, with responsibilities including coordinating residential/supported living development, staff assignment, training and state required request.
* To respond to all investigations and/or Reportable Staff Misconducts in a timely manner
* To report to the Guidance Team on the areas/issues needing attention.
* To provide emergency medical assistance for community living and be prepared to cover homes at any time as emergencies arise and be prepared to provide assistance to the Team Leaders/Direct Support Professional’s in planning relief schedules, both routinely and in spontaneous emergencies. To provide adequate coverage as budgeted for homes and day services or be available to work them.
* To be responsible for accuracy and confidentiality of records and personnel issues in residential components.
* To coordinate entry of new referrals and/or new homes
* To back-up the Incident Management Coordinator, reviewing all incident reports for proper documentation, informing Guidance Team of matters needing attention, and completing the entire process as mandated by the State of Tennessee.
* To provide quality control, follow-up, and accountability in programmatic areas as mandated by Department of Intellectual and Developmental Disabilities and TennCare, MCOs and all other funding organizations.
* Performing disciplinary action according to policies and procedures as necessary to increase performance and quality work of subordinates.
* To prepare staff evaluations in a timely and consistent manner.
* Monitoring budgetary requirements and expenditures of the Lawrence County Programs to control over spending and to promote accountability for use of agency funds..
* To study and apply TNDIDD standards, TennCare ECF and Choices, DIDD and DOH Licensure regulations, THDA/HUD regulations, State fire codes, MCO rules and policies & procedures of Buffalo River Services, Inc., and all other guidelines of monitoring agencies, working consistently to meet the same, and monitor agency staff/teams in regard to these standards.
* To be knowledgeable of other state and federal standards (DOL, QA, OSHA, Medicaid Waiver, Licensure) To serve as liaison with Middle Tennessee Office of Community Services.
* To prepare and/or facilitate accurate monthly billing for the State of Tennessee, ECF, and Choices program in a timely manner and insure proper documentation to bill is present. To monitor attendance and bring to the attention of the Guidance Team issues which interfere with the annual budget.
* To maintain accurate records and filing system ensuring that daily and monthly notes are completed by DSPS before billing.
* To assist as requested in staff professional days/appreciation
* To act responsibly in matters regarding budget, grant reports, and maintenance of revenue for expenditures in relation to all assigned areas as needed.
* To conduct on-site/unannounced visits of each location supervised and outlined by DIDD regulation and agency Supervision Plan. To follow the agency Internal QA plan, The Protection from Harm Plan, The Supervision Plan and all agency policies executing visits to homes, community and PA sites as well as ensuring all tornado and fire drills are done.
* To comply with all expectations of the CQL accreditation plan.

**General:**

* Must deal tactfully and honestly with the public, families, state staff members, MCO Staff members and co-workers, to be honest in all agency dealings, to exercise good judgment in evaluating situations and decision-making.
* Ability to do some hard physical labor on occasion, as needed, i.e. moving/lifting files, transferring clients. See physical demands for actual movements required.
* Ability to work a flexible schedule, as needed, to attend meetings, travel out of town, provide back-up for vehicle routes or other activities. To be on-call as required by the Guidance Team. Must complete expected duties of the job and work over time, nights and weekends as needed to get the job done.
* To oversee/facilitate building and grounds of immediate work area and community living facilities, including vehicles. To schedule maintenance as needed on agency vehicles and coordinate repairs. To schedule preventative maintenance in a timely manner.
* To represent the agency as appropriately in public relations and marketing techniques. Is responsible for the effectiveness directly of the Case Manager and County Director.
* The entire operations of Lawrence county programs is ultimately the final responsibility of the Director of Operations.
* Good knowledge of computer operation (word processor, database, and spreadsheets) of IBM computers.
* To assume other responsibilities as required by the Guidance Team and/or the Executive Director or their designee
* To follow agency policies and procedures consistently.
* This position is considered upper management and with that comes the expectation that the person will have leadership skills, will act proactively to plan strategies to solve problems systematically, leading the team(s) by planning ahead, being out in front of the workforce showing the way to successful work.

**OTHER QUALIFICATIONS:**

The applicant must possess a valid operator’s license with a “for hire” endorsement. Motor Vehicle Record must meet agency insurance guidelines.

**MINIMUM QUALIFICATIONS:**

KNOWLEDGE, SKILLS, AND ABILITIES: Considerable knowledge of proper methods and techniques to be employed in the care and treatment of persons served. Considerable knowledge of pertinent rules and regulations. Ability to operate with excellent skill, a computer and other office technology.

**EDUCATION AND EXPERIENCE:** Education equivalent to a bachelor’s degree in a related field and experience equivalent to three years of increasingly responsible full-time work in the care and treatment of persons served, including at least one year of leader experience. Additional course-work at an accredited college or university in Human Service Delivery or other acceptable field may be substituted for the required experience on a year-to-year basis, to a maximum of two years, there being no substitution for the one year of specialized experience. Experience may be substituted for education at the discretion of the Executive Director.

Employee Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact Matthew Lineberry 931-722-5401 [matthew.lineberry@brstn.org](mailto:matthew.lineberry@brstn.org) or apply on line <https://www.brstn.org/apply-on-line>”