



# Linke Resources, LLC

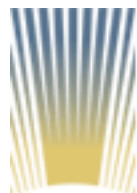
Linking talent, strategy and solutions

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On behalf of our client, Keystone Human Services,  
Linke Resources is conducting a search for their

Director of Intellectual Disability Services:  
North Central, PA



KEYSTONE  
HUMAN SERVICES

*"Advancing the Human Spirit"*

**Keystone Human Services** provides community-based services for children, adolescents, adults, and families in the areas of intellectual disabilities, autism, mental health, early intervention, and children and family services. The organization provides technical assistance to governments and other organizations to develop frameworks of support for people with disabilities. Keystone Human Services also supports educational efforts to promote community understanding and awareness of the value and importance of inclusion for all people in all aspects of society. Services and supports are provided in Pennsylvania, New Jersey, Connecticut, and Delaware in the United States, as well as parts of Eastern Europe and India.

Keystone Human Services is the parent organization of five nonprofit subsidiary companies, working to create an environment where all people, regardless of ability, can grow, make choices and be valued and contributing members of the community. In this vision, Keystone Human Services sees the welfare of all people being vested in the welfare of each individual.

Keystone Human Services has annual revenue of approximately \$200 million and is headquartered in Harrisburg, Pennsylvania. Over 3,200 employees serve individuals and families in Pennsylvania, New Jersey, Delaware and Connecticut. Keystone Human Services is also engaged in initiatives in Moldova and India.

## POSITION SUMMARY

Director of Intellectual Disability Services: North Central PA

Keystone Human Services' Intellectual Disability Services supports people with intellectual disabilities to live full, meaningful lives in their communities. Understanding the importance of natural supports, individuality, respect, and choice, Keystone encourages people to build relationships, actively participate in the community, and pursue their goals.

The Director of ID Services actively manages assigned division/service area, efficiently carries out top-down directives as well as proactively identifies and responds to local issues. The position engages employees and stakeholders to ensure that advocacy for all individuals served is the focus at all levels. This individual is responsible for all administrative and managerial aspects of service and assures that quality services are provided consistent with the mission, vision, and values of the organization and in accordance

with all applicable laws, regulations and licensing standards. The individual provides strong leadership in the development of operational directives, budgeting and financial management, quality, human resources, and ongoing development of new and existing services.

## ESSENTIAL FUNCTIONS & DUTIES

### SUPERVISORY DUTIES

- Leads the department in establishing and obtaining departmental goals in alignment with the organization's strategic plan.
- Supervises staff in the performance of their responsibilities, including establishing employee performance standards, providing training, coaching, counseling, and feedback.
- Participates in the hiring and selection process for all positions under direct supervision.
- Monitors work schedules to ensure adequate coverage within the department.
- Monitors quality of services for all programs within the Division.
- Provides and encourages educational activities for all employees that will enhance their professional and personal development.
- Serves as a mentor and guides staff emphasizing and modeling leadership skills in areas such as: development of operational directives, budgeting and financial management, quality, human resources, and ongoing development of new and existing services.
- Holds self and others accountable to accomplish work in an ethical, efficient and mission driven manner.
- Assists in the development and implementation of agency goals and objectives.
- Engages with County, fostering positive relationships, collaborating on local policy and programmatic developments, and ensuring performance expectations are met.
- Prepares program reports and statistical data as required.
- Monitors all Keystone Performance Indicators (KPI's). Plans and triages resources accordingly to maintain or improve performance.
- Assists with the assessment of referrals to evaluate appropriateness of placements.
- Collaborates with clinical team in regard to the treatment process to include assessments, development of Individual Support Plans and monthly reports.

- Provides direction to employees that encourage them to teach people the necessary skills which allow those served to become less dependent on the formal delivery of services.
- Finalizes all Enterprise Incident Management (EIM) Reports and assigns staff to carry out corrective action based on findings of EIM Investigations.
- Maintains an effective, responsible, and productive working relationship with supervisor, peers, and subordinates.
- Facilitates the timely and effective communication of relevant information with appropriate personnel through vertical and horizontal teams within the Division and across all of ID Services
- Provides active visibility and engagement within the Division (i.e., visits programs and attends team meetings on a regular basis)
- Engages with and takes an active interest in Individuals we support, employees and the Division.
- Provides leadership and actively participate in all Division Leadership and Management meetings, including adherence to set agenda, follow-through of action items and skilled direction and empowerment of all participants.

#### FINANCIAL RESPONSIBILITIES

- Oversees direct reports to ensure that we are maintaining fiscal responsibility in the homes.
- Monitors hour reports for the Division to ensure that they are within the budgeted hours.
- Assists in the preparation and monitoring of the annual budgets, capital expenditures and program contracts.
- Ensures that financial resources are adequately utilized.
- Monitors staff overtime and leave to ensure that program needs are met within budgetary guidelines.

#### HEALTH, SAFETY & WELFARE

- Maintains appropriate and professional boundaries.
- Uses language and behavior that promotes the positive image of the individuals supported and the work of the organization.
- Assists staff to support individuals to have valued social roles such as family member, friend, neighbor, student, and employee.

- Ensures that each person served is supported and encouraged to become more independent and make decisions and choices which will result in a meaningful dignified life.
- Advocates on behalf of the individuals and families using person centered language.
- Encourages each person served to self-advocate.
- Practices all safety standards in adherence to Keystone's policies and procedures.

## REGULATIONS & COMPLIANCE

- Ensures that assigned programs comply with agency, county, regional and state regulations.
- Ensures that assigned employees complete all trainings as required by agency or licensing requirements.
- Provides leadership surrounding the overall management of licensing process and ensuring overall licensing requirements are not only met, but exceeded, including implementation of Plan of Corrections in alignment with department and organization- wide initiatives.
- Accurately completes required documentation within the prescribed timeframes to ensure compliance.
- Adheres to all licensing, federal, state, and local regulations as necessary.
- Ensures all Keystone policies and regulations are followed as applicable.
- Maintains confidentiality standards in accordance with HIPAA.

Salary will be commensurate with experience. Keystone Human Services offers a comprehensive benefits package and a collaborative work environment focused on supporting our mission, vision, and values.

Linke Resources has been retained to conduct this search. To apply, email resume and cover letter to Dr. George P. Linke, Jr., at [gplj@linkeresources.com](mailto:gplj@linkeresources.com)

For additional information, contact:

Dr. George P. Linke, Jr.

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Equal Opportunity Employer (EOE)