



**Title of Position:** Director of Day Services

**Reports To:** Director of Developmental Disabilities Services

**Brief Summary:**

1. Possess expert knowledge regarding SEMP, Community Pre Vocational, Day Habilitation WOW, and Community Habilitation Services.
2. Develop and implement an enrollment expansion plan aimed at building UPS' reputation as "the agency of choice" by families, individuals supported and other community and institutional providers.
3. Develop and foster community linkages and other connections aimed at building UPS' reputation as "the agency of choice" by families, individuals supported, and other community and institutional providers.
4. Develop expert knowledge of admission criteria for the various Day Supports and services offered by UPS, as authorized by OPWDD, Care Coordinating Organizations (CCO/Health Home), Managed Care Organizations (MCO), Office of Medicaid Inspector General (OMIG), Department of Health (DOH), and/or other provider affiliates.
5. Collaborate with Coordinator of Transition and Utilization Management to actively market UPS Day services throughout the community.
6. Assist in program designing to plan for current and future needs of the community.
7. Authorize admission to UPS' day services and supports in collaboration with departmental leaders.

**Principal Duties and Responsibilities:**

1. Consistently maximize enrollment across all Day Services programs through community linkages and other connections
2. Provide oversight regarding the health and safety of all individuals enrolled in UPS' Day Habilitation without Walls, Supported Employment, Pre Vocational, and Community Habilitation services.
3. In conjunction with the Director of DD Services, develop and maintain policy and procedure manual that serves as the roadmap of the operation of day habilitation, without walls, supported employment, community pre-vocational, and community habilitation.
4. Work closely with Director of DD Services to ensure transparency and seamless operation of Day Services division.
5. Reviews day services billing records for timely submission to fiscal department.

6. Attend Committee Meetings as assigned to include Incident Management, Curriculum Development, and Admissions committee.
7. Conduct investigations and administrative inquiries as directed
8. Establish “super user level” knowledge of agency’s electronic health records that are necessary to ensuring timely access to supports, services, and billing.
9. Work closely with Program Supervisors to anticipate challenges related to providing competent support while ensuring that services provided are person centered and meaningful.
10. Promote and support CQL philosophies through the development of specific services and activities focused on individual choice, community integration, and person-centered planning.
11. Collaborate with external service providers to coordinate opportunities for meaningful community integration, supports, and services to individuals.
12. Administer customer satisfaction surveys, as directed by the Director of DD Services and Utilization Management team.
13. Assist in resolving conflicts that may arise between service recipients/families and the agency to ensure customer satisfaction.
14. Perform other duties as requested.

**Administrative Duties:**

- Work collaboratively with fiscal department to ensure processing of all claims/invoices for payment.
- Assist admin staff who are supporting the transition and utilization activities at UPS, as needed.

**Competencies:**

Knowledge of Developmental Disabilities, as well as OPWDD and DOH regulations. Ability to work independently while being cognizant of when it is appropriate to seek assistance/support to further the wellbeing of participants enrolled in all day services programs.

Must be able to work as an effective team leader with excellent communication skills.

High energy and the willingness to work as a team player.

Must have a valid New York State driver’s license. Must be able to use a UPS vehicle or own vehicle.

**Knowledge, Skills, Experience Required:**

Bachelor’s Degree required, Master’s preferred.

Excellent computer skills and proficiency in Excel required.

Excellent Organizational skills are essential.

Bilingual (Spanish) ability highly desired

*Note: This job description reflects management's assignment of essential and secondary functions. It does not prescribe or restrict the tasks that may be assigned. Tasks are subject to change at any time due to reasonable accommodation or other reasons.*

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Only applicants being considered for an interview will be contacted.  
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Revised 03/2019