



FAMILY OUTREACH, INC.

EXECUTIVE DIRECTOR

JOB DESCRIPTION

I. ASSIGNED DUTIES AND TASKS

Position overview:

This position is **Executive Director** of Family Outreach, Inc. The position is responsible for planning and developing programs and projects to provide services to individuals with disabilities throughout a twelve county region; and managing the organization's staff, budget, policies, and facilities to ensure efficient and safe program operations and compliance with state and federal regulations. The position reports to the Board of Directors and oversees approximately fifty-four (54) office-based staff and three-hundred and twenty (320) field-based staff in the Bozeman, Butte, and Helena offices.

A. Program Development 45% of time

Plan and develop programs and projects to provide home-based services to individuals with developmental disabilities throughout a twelve county region including Bozeman, Butte, and Helena. Services are provided to individuals of all ages from birth up through adulthood, and all levels of disability from children 'at risk' to those severely/profoundly handicapped.

1. Assess statewide needs and develop the strategic plan in concert with the Board, constituents, and community partners; continually evaluate the effectiveness of programs in meeting desired results; determine areas to improve program efficiency and increase services to stakeholders and the public; and develop goals, objectives and time frames for the implementation of new programs or program alterations.
2. Provide executive analysis, oversight, and direction of Family Outreach, Inc. programs, administration, and operations by developing operational plans. Develop, implement and oversee programs; implement fiscal priorities; oversee management team and board planning processes; seek funding; provide grant oversight; and review work against defined program objectives. Annually review policies and procedures and update them as needed.
3. Research opportunities to serve communities as a disability provider, and work with stakeholders to develop these opportunities. This includes assessing community needs, strategizing with the Board and staff on how to meet these needs, and formulating plans to implement new programs.
4. Plan and implement contracts and agreements with cooperating agencies, contractors, other providers, insurance companies, and the private sector to fund and deliver services to individuals with disabilities. Develop, negotiate, and manage contracts including monitoring the progress of contracts to ensure timely fulfillment of agreements. Coordinate with legal and accounting staff to ensure that contracts and other activities are managed in accordance with best business practices and applicable regulations. Seek, obtain, and administer funding (e.g. grants, insurance, private funding) and assist others doing so to support Family Outreach programs and initiatives.
5. Monitor and evaluate policy and regulatory changes from the Montana Developmental Disabilities Program, Center for Medicaid Services, Medicaid Waiver, Autism, and related regulatory and funding agencies to determine their impact on the DDP system and Family Outreach Inc. Ensure information is disseminated to all appropriate parties and coordinate proactive involvement in regulatory and funding issues.
6. Coordinate public outreach campaigns to facilitate the involvement of stakeholders in planning efforts, to inform stakeholders of Family Outreach, Inc.'s goals and objectives, and to increase general public

awareness of agency programs and goals. Develop and implement strategies to obtain and maintain stakeholder awareness and support, and identify additional program support needed. Ensure appropriate relationships among program staff, community-based agencies, and other partners.

7. Represent family Outreach, Inc. to governmental and legislative bodies, local disability and children's organizations, private foundations, statewide committees, the media, and the public during meetings and other events (e.g., interviews, conferences, community events, etc.) to articulate and advocate Board initiatives and agency plans, to ensure accurate dissemination of information, and to promote Family Outreach to the communities it serves. Coordinate legislative and governmental relations in conjunction with other providers and associations to ensure the needs of Family Outreach constituents are considered and addressed at a policy level.
8. Maintain contemporary knowledge of the disabilities intervention profession and incorporate this into planning and implementation efforts. Coordinate the dissemination of information on relevant advancements and service opportunities; and attend conferences and make presentations on disability intervention in Montana.

B. Program Leadership and Administration

40% of time

Administer Family Outreach's staff, budget, policies, and facilities to ensure efficient and safe program operations and compliance with applicable regulations.

1. Direct, supervise, and evaluate the Family Outreach management team and indirectly manage the staff of the organization. This includes assigning duties, serving as final authority on hiring and dismissing personnel, assigning or rotating job positions, establishing procedures and guidelines, developing and implementing performance appraisals, counseling and disciplining employees, recommending grievance resolutions, and ensuring proper orientation of new employees subject to the personnel practices and policies adopted by the Board.
2. Oversee the development and implementation of agency-wide training and professional development to ensure these organizational needs are met in an effective and timely manner. This involves reviewing management recommendations, developing or approving new policies and methods, evaluating education and treatment developments and other factors to determining training needs; acquiring training funding; and overseeing training budgets.
3. Direct the management team in the ongoing evaluation of the workforce allocation to identify needs and coordinate reassignments among various Family Outreach offices and programs. Determine proper workforce allocation for Family Outreach, Inc. staff and contractors, and monitor the status of projects and services based on time estimates and workforce capability. Report status to the Board and determine appropriate /workforce changes.
4. Ensure adequate support of programs, compliance with applicable laws and regulations, and compliance with employment law and Family Outreach policy. Follow policies set by the Board of Directors and advise the Board on necessary changes in policy.
5. Provide the Board with accurate and timely information, coordinate and oversee the provision of administrative support for all Board meetings, and present reports as needed. Attend meetings of advisory councils and other community meetings as necessary and as time permits.
6. Direct the preparation of all necessary documents required to apply for funds administered by any source available to fund services consistent with the purposes of Family Outreach, Inc. subject to the approval of the Board of Directors. The Executive Director is authorized to sign documents and instruments agreeing to accept said funds issued via any program under the terms and conditions of the funding agency.

7. Plan and manage the finances and reporting requirements of Family Outreach, Inc. including preparing and implementing the annual budget, monitoring the budget, reporting current financial status to the Board, and overseeing the completion of the Annual Report and other documents (e.g., the IRS 990).
8. Oversee the annual program evaluation by gathering program information; providing evaluation and recommendations related to the information; and presenting the Annual Report.
9. Oversee and guide agency operations to ensure efficiency and compliance and to resolve problems. This includes supervising activities such as determining eligibility for services; completing extraordinary funding reviews; overseeing Quality Assurance activities (e.g., committee meetings, plan reviews, program effectiveness, etc.); overseeing eligibility review panels (ERP); overseeing caseload assignment committee meetings; etc.

C. Other duties as assigned 15% of time

Perform other duties as assigned or as determined by the incumbent or assigned by the Board to further the mission of Family Outreach, Inc., exercise broad authority delegated by the Board to act for it in accordance with established policies and guidelines.

II. REPORTING REQUIREMENTS

The position is supervised by the Board of Directors. The position is granted the necessary authority and responsibility to operate any and all of the organization’s facilities and services within the guidelines adopted by the Board, Montana State Statutes, Administrative Rules of Montana (ARM), and Developmental Disabilities Program policy.

III. PERSONNEL MANAGEMENT

Supervise the staff of the organization through subordinate supervisors including overseeing or performing recruitment and selection, assigning and reviewing work, training, establishing performance standards and evaluating performance, and handling corrective action and discipline.

IV. WORK RELATIONSHIPS/PERSONAL CONTACTS

The position involves contacts with consumers and their families, subordinate Program Managers, program staff, Business Office staff, state officials, and others to coordinate services, solve problems, manage budgets, and provide related services. The position is also responsible for providing or coordinating ongoing outreach, technical assistance, and training to families, LECs, FSSs, ISCs, and DSPs on policy, employment, family support and education services, and related issues to keep consumers and families informed of service requirements and opportunities. The position requires skill in communicating effectively verbally and in writing.

V. WORKING CONDITIONS

Work is performed in a normal office environment. The position may involve overtime and weekend work during peak workloads. The position involves physical demands associated with travel by auto, working on a computer, communicating over the phone and in person, and light lifting and filing.

VI. KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

The position requires knowledge of the concepts and theories of management, human or social services, and program administration. This includes knowledge of communications; strategic planning; grant writing and administration; policy development and administration, outreach and public relations; budget management; human resource management principles and practices; and employment law. Knowledge of state and federal

regulations related to developmental disabilities, funding, waivers, and education; disability and developmental disability intervention, special education, home-based education, and early intervention is preferred.

Skills:

The position requires skill in motivating staff, the operation of general office equipment, public relations, accurately preparing documents and plans, organizing and prioritizing work, and in developing approaches to sensitive issues that have significant impacts on stakeholders and agency programs.

Abilities:

The position requires the ability to: project a positive image of the agency; communicate effectively verbally and in writing; establish and maintain good working relationships; pay close attention to detail; research and assess training needs; make effective presentations; and complete work assignments without continual direction.

Behavioral Competencies:

The following behavioral competencies are necessary for success in the position:

Managing/Organizing: Recognizes or establishes the relative importance of multiple issues, tasks, and opportunities to maximize the productivity of the organization. **Behaviors:** prioritizes tasks and handles the most urgent ones first; handles multiple tasks and projects simultaneously without jeopardizing quality; remains aware of workload; makes appropriate adjustments to meet deadlines and complete tasks; adapts time and resources in proportion to the importance of the task. **Achieves goals and brings projects to completion.** Investigates, calculates and proceeds through a project or task to bring about a conclusion. Persists and stays focused when faced with a series of challenging or uncertain situations. Demonstrates a concern for working well or for competing against a standard of excellence. **Behaviors:** exhibits a strong drive to achieve and excel; demonstrates energy and enthusiasm to bring projects or tasks to completion; sets realistic goals with specific objectives; consistently completes tasks or projects so that customer expectations and organizational requirements are exceeded; able to effectively delegate tasks and to “let go” of responsibilities where appropriate; maintains focus on the achievement of established goals or solutions; breaks out of usual patterns of behavior to achieve results when required; investigates and proceeds to a beneficial or tangible conclusion of a project or task; tries several alternatives to overcome obstacles; plans a strategy and follows through to completion; handles interruptions or distractions and stays on task; perseveres after meeting with rejection or resistance; maintains focus and effectiveness during change or transition; knows and understands the agency and organizational standard of excellence; identifies and knows where to acquire resources.

Problem Solving: Uses reason and logic to identify and solve problems and is able to use a problem-solving process with a group. **Behaviors:** Uses reason, vision, and creativity to reach conclusions and decisions. Understands cause and effect relationships, recognizes similarities and differences in situations, and applies knowledge to help make effective decisions or to come up with new ways to accomplish a task. Leads groups in productive discussions to achieve consensus.

Conflict Management: Manages disagreements through open discussion with affected parties; seeks collaborative resolution while keeping the best interests of the organization in mind. **Behaviors:** effectively manages differences and resolves conflict by confronting problems openly, constructively and appropriately; maintains focus on the issues and results during times of conflict; seeks solutions to conflicts which will satisfy the interests of multiple parties; maintains a willingness to alter opinions based on new information and different perspectives; demonstrates awareness of the overall relationship between those in conflict; keeps conflict situations from escalating by diffusing emotionally charged issues; focuses communication on situations rather than on persons involved; demonstrates diplomacy and tact.

Values: Ability and willingness to align behavior with the values of the organization and provide a visible role model for others. Holds self accountable for organizational activities, services, decisions, successes and

failures. Demonstrates an understanding of the link between his/her own job responsibilities and overall organizational goals and needs and, subsequently, performs the job with broader goals in mind.

Vision: Creates a clear and inspiring broad picture. One who moves, acts, and communicates at the appropriate time. Thinks openly about new possibilities. Keeps a long-term and broad perspective. Displays a spontaneous and wide-ranging imagination. Stays focused on the mission and goals while considering future impact and opportunities. **Behaviors:** utilizes creativity and imagination; finds effective solutions by taking a broad perspective; demonstrates an awareness of the current working environment; stays aware of “big picture” issues and plans ahead, taking these issues into consideration; understands implications and actions needed to move the assignment, project, or organization forward; focuses on the future and the goals necessary to achieve success; applies a broad perspective to problem solving; foresees obstacles and opportunities; maintains the proper perspective between the overall picture and the details.

Shares Expertise Shares job-related facts and data with peers and others. Listens and offers support and advice on job-related problems. Improves the effectiveness of work processes by developing the skills of others. **Behaviors:** communicates work-related knowledge to others; proactive in promoting and sharing information across organizational levels and functional boundaries; finds ways to keep others informed; shares ideas and best practices; acts as a resource to others; shares ideas irrespective of functional or work unit lines; sees information sharing as an opportunity.

Communication: Provides timely and concise information to others verbally, nonverbally and in writing and helps others communicate effectively. **Behaviors:** ensures that communication occurs among all organizational levels, between all appropriate people and encourages open expression of ideas and opinions. Listens effectively, transmits information accurately, understandably and appropriately and actively seeks constructive feedback.

Leadership: Provides leadership to others. **Behaviors:** shows initiative to pursue assignments to completion; sets an example for others by establishing challenging work goals; shows a consistent pattern of being able to recognize the activities needed to accomplish a mission and to initiate action with supervision as required; attains key results despite setbacks; reacts positively to problems or challenges as they arise; provides vision and direction by changing, developing, coordinating, and influencing the activity of others; inspires confidence with management, associates, peers and subordinates with a proactive style; uses a variety of approaches to assist others in performing at consistently higher levels; effectively communicates at all levels of the organization; works well under pressure; adapts to change; creates an enthusiastic, positive work climate and energizes subordinates by example; commands respect; exhibits optimism regarding the likelihood of success and transmits this optimism to others; sets an example for others by establishing challenging work goals.

VII. QUALIFICATION REQUIREMENTS

The minimum Knowledge, Skills and Abilities are typically acquired through a combination of education and experience equivalent to a **bachelor’s degree** in business or public administration, management, sociology, social services, psychology, education, or a related field and **seven (7) years related experience** including program administration, community/public awareness, public relations, service coordination, and supervisory experience. Developmental disabilities experience is preferred. Other combinations of education and experience (e.g., a Master’s degree in a related field and five years experience or a PhD in a related field and four years of experience) will be considered.

Family Outreach, Inc.
Executive Director Employment Application
PLEASE COMPLETE ELECTRONICALLY OR PRINT LEGIBLY

I. Applicant Information:

Name: _____ Social Security #: _____
Last First M.I

Address: _____
Street City State Zip

Mailing address: _____
(if different) Street City State Zip

Home Phone: (____) _____ Work Phone: (____) _____

e-mail address: _____

Signature *: _____ Date signed: _____

How did you hear about us? _____
*My signature certifies all information on or attached to this application is true and complete to the best of my knowledge and contains no willful falsifications or misrepresentations. I understand falsifications or misrepresentations may disqualify me from consideration, or if hired, may be grounds for termination. I understand former employers may be contacted as references. I understand there is a probationary period for all new hires.

II. Employment History:

List your employment experience with an emphasis on experience that is relevant to the position for which you are applying. **Begin with your present or most recent experience.** Attach additional sheets if necessary. If you respond on a separate sheet, ensure all questions are answered, the same format is followed, and that you write your name and the job title for which you are applying on each sheet.

Employer name and complete address	_____ _____ _____
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Your job title and duties: _____

Dates employed: _____ to _____	Total time employed: _____ (years/months) <input type="checkbox"/> Full time <input type="checkbox"/> Part-time <input type="checkbox"/> Volunteer
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Supervisor: _____	_____	_____
Name	Phone	Mailing address

Reason for leaving: _____

Employer name and complete address	_____ _____ _____
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Your job title and duties: _____

Dates employed: _____ to _____	Total time employed: _____ (years/months) <input type="checkbox"/> Full time <input type="checkbox"/> Part-time <input type="checkbox"/> Volunteer
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Supervisor: _____	_____	_____
Name	Phone	Mailing address

Reason for leaving: _____

II. Employment History (continued):

Employer name and complete address	_____ _____ _____	
Your job title and duties:		
Dates employed: _____ to _____	Total time employed: _____ (years/months) <input type="checkbox"/> Full time <input type="checkbox"/> Part-time <input type="checkbox"/> Volunteer	
Supervisor: _____		
Name	Phone	Mailing address
Reason for leaving:		
Employer name and complete address	_____ _____ _____	
Your job title and duties:		
Dates employed: _____ to _____	Total time employed: _____ (years/months) <input type="checkbox"/> Full time <input type="checkbox"/> Part-time <input type="checkbox"/> Volunteer	
Supervisor: _____		
Name	Phone	Mailing address
Reason for leaving:		
Employer name and complete address	_____ _____ _____	
Your job title and duties:		
Dates employed: _____ to _____	Total time employed: _____ (years/months) <input type="checkbox"/> Full time <input type="checkbox"/> Part-time <input type="checkbox"/> Volunteer	
Supervisor: _____		
Name	Phone	Mailing address
Reason for leaving:		

III. Education and training: Describe in detail your education and training with an emphasis on that which is directly applicable to the position for which you are applying. If you respond on a separate sheet(s), ensure you write your name and the job title for which you are applying on each sheet.

High school name and address: _____

Did you receive a diploma or equivalency? Yes No - if no, enter highest grade completed: _____

College, university, or technical school, or training name and location	Dates attended	Degree or certificate earned	Degree or certificate date	Major/minor field	Credits earned

IV. Current professional licenses, registrations, or certifications (include CPR & First Aid):

Licensing agency name/location	Type of License	Endorsement/restriction	Date licensed & expiration

V. Other experience, training, or skills related to working with individuals with disabilities:

VI. References:

Personal references: Please list at least four professional references (i.e., people you have worked with or for):

NAMES	COMPLETE MAILING ADDRESSES	PHONE NUMBER

**Executive Director, Family Outreach, Inc.
Supplemental Questions**

Please answer the following supplemental questions. This provides you an opportunity to present more complete and specific details regarding your qualifications. The responses should be clear and concise since the hiring team may view them as a sample of your written communication skills. This supplement is reviewed separately from the application form and is part of the evaluation process, so **IT IS IMPORTANT TO PROVIDE SPECIFIC INFORMATION REGARDING NAMES OF EMPLOYERS, DATES, JOB TITLES, ETC.**

Limit responses to 400 words (or about one page) maximum per question.

1. We would like to know how you will learn about Family Outreach’s programs and operations in order to effectively manage them. Describe your approach to learning and managing a new program. Include specific examples of programs or responsibilities you have assumed and managed. Include any specific experience with developmental disability or similar program oversight if applicable.

2. Please describe your experience managing budget, policies, and staff and with strategic planning. Please use the following chart for your response or structure your response according to the chart.

Area of Responsibility	Specific Role or Duties	Years of Experience	Employer(s) where the experience was gained.
Staff Management			
Budget Administration			
Policy Administration			
Strategic Plan Development & Implementation			