



Position Profile
Director of Day Services
The Arc Central Chesapeake Region



Dragonfly Central, Inc. is partnering with The Arc Central Chesapeake Region to recruit the next Director of Day Services. This is an exciting opportunity to support the growth of Day Services across the region The Arc serves.

The Arc Central Chesapeake Region's mission is to support people with intellectual and developmental disabilities to live the lives they choose by creating opportunities, promoting respect and equity, and providing access to services. We seek a strategic individual to serve as the Director of Day Services as we continue to grow across the region. This position requires a candidate who is creative, innovative, and engaging, and who can build partnerships with both colleagues and the community.

The Organization

The Arc Central Chesapeake Region (The Arc) was founded in 1961 to provide services and supports to people with intellectual and developmental disabilities (I/DD) in Anne Arundel County, MD. We now proudly create over 1,330 opportunities for people with I/DD across Anne Arundel and Maryland's Eastern Shore and deliver financial management services to nearly 2,000 people with disabilities who choose to self-direct their services in Maryland.

We are a dynamic regional organization providing person-centered supports for people with intellectual and developmental disabilities to live, work, and connect with their communities. We advocate for equity and access for people with intellectual and developmental disabilities to live self-determined lives and foster opportunities towards self-sufficiency.

Our **Core Values** are evident in all aspects of our programs and services. These values are:

- **We embrace individuality**- We see the whole person, celebrate our differences, and offer the people we serve and our team opportunities tailored to them.
- **We are heart-driven** - Every interaction matters to us; we go the extra mile to care for the people we serve and our team.
- **We take strategic risks** - Fueled by the urgency of our mission, we continually push for better and more innovative approaches.
- **We are action-oriented** - We are creative, resourceful, and have a "get it done" approach to overcoming challenges.
- **We promote equity and respect** - We value the different identities and experiences of the people and communities we work with, and we build respectful relationships to meet them where they are.

Over the last five years, The Arc has transformed how services are delivered, how leaders at every level work together, and deepened our commitment to diversity, equity, and inclusion. Over the last year, The Arc partnered with employees from across the organization and within the community to develop value statements (above) that reflect who we are as an organization and how we approach our work. This collaborative process is just one example of how The Arc invites leaders at every level to share their voice and make decisions from a place of confidence, support, and ownership. With a growing team of nearly 500 employees, culture is an important part of The Arc's everyday operations and experience. We aim to create an environment where people and their talents can flourish – from direct service to customer service to governance.

For more information about The Arc, see www.thearcccr.org.

The Position

The Director of Day Services will manage and facilitate fully community-based Day Services across the region The Arc serves. The Director will facilitate the development of innovative community-based activities and resources to improve service choice and program quality. The Director will also lead an

interdisciplinary team of managers, coordinators, and direct support professionals to meet the specific goals of persons services and ensure day activities maximize opportunities in the community while having an Employment First focus. The Director will also support continued program growth and innovation. This position is a member of the Leadership Council. ***This position must meet all the qualifications of a direct support professional.***

Roles and Responsibilities

The Director of Day Services will develop and lead creative, innovative, engaging, and fully community-based Day Services across the region The Arc serves. The Director will also:

- Facilitate the development of new service models to meet the needs of those served, and ensure that services are designed to be person-centered with individualized schedules for each person; services should maximize community integration and skill building that can lead to employment
- Develop and maintain community partnerships to enhance Day Services that grow volunteer opportunities, recreational activities, fitness/wellness, skill building, and other pre-employment/job readiness activities
- Continue to grow the number of people served in Day Services in partnership with the Manager of Admissions, Information, and Referral
- Ensure Community Hubs operate consistent with The Arc's Community Hub and Day Services philosophy; work with Corporate Facilities to ensure that the Community Hubs meet The Arc facility and brand standards
- Work cooperatively with Workforce Development leadership and ensure alignment between Day Services and Workforce Development as a continuum of services offered
- Act as a key organizational contact with stakeholders; attend individual planning meetings, team meetings, internal and external committees or workgroups, etc.
- Ensure compliance with The Arc, DDA, OHCQ, and other local, state, and federal regulations, policies, and procedures
- In alignment with The Arc's quality framework, maintain a system for continuous quality improvement
- Assist in the development and management of program budgets in partnership with the Chief Program Officer
- Assist the Support Coordinator and Person-Centered Planning Administrator to facilitate person centered planning activities that reflect the desire of persons served while ensuring compliance with applicable DDA regulations
- Ensure access to accessible, safe, and quality transportation; communicate proactively with Fleet Services regarding vehicle needs, parking locations, safety/maintenance issues, and other transportation concerns
- Complete required reports and outcome data in a proactive manner
- Attend and actively participate in required training, family/stakeholder team meetings, and supervision meetings
- Manage and coach Day Services Managers, Support Coordinator/Hub Facilitators, and other assigned team members

Experience and Attributes

- 5 years of progressive leadership experience in managing or directing services for people with developmental and intellectual disabilities
- Significant experience in the development of community-based activities, person-centered planning, and person-centered thinking
- Excellent oral and written communications; strong interpersonal skills with the ability to manage positive communication in difficult situations and the ability to provide candid/constructive feedback
- Demonstrated track record of building and managing high performing teams
- Demonstrated ability to exercise good judgment in sensitive situations
- Ability to work collaboratively with diverse personalities and employee populations

- Ability to exercise initiative, think creatively in the improvement of processes, and drive results
- Ability to work well under pressure in an ever-changing environment
- Proficiency in MS Word, Excel, Outlook, and other technology tools
- High school diploma required; Bachelor's degree in therapeutic recreation, social work, or related field strongly preferred

The salary for this position is \$85K per year. The Arc offers a competitive total rewards package. The typical work schedule is Monday through Friday during The Arc office hours with occasional night an weekend meeting or events. This position is eligible for periodic telework.

Application Process

Dragonfly Central is partnering with The Arc Central Chesapeake Region to find the best candidate for the Vice President position. To apply, email a cover letter that details you fit with the position's requirements and a chronological resume to TheArcDirector@dragonflycentral.org . For all other inquiries, contact Ginna Goodenow at ginna@dragonflycentral.org .

The Arc is an equal opportunity employer. The Arc provides equal opportunity to all qualified candidates without regard to race, color, religion, ethnicity, sex/gender, national origin, age, marital status, military/veteran status, sexual orientation, gender identity, pregnancy, genetic information, disability, or any other characteristic protected by applicable law. The Arc Central Chesapeake Region is proud of its commitment to and celebration of diversity, equity, and inclusion (DEI) throughout all aspects of its operations, vision, mission, and leadership.