JOB DESCRIPTION

Chief Services Officer (CSO)

Location: Administrative Offices  Employee Type: Fulltime

Reports to: Chief Executive Officer  Supervises: Directors of Services

FLSA Status: Exempt  Pay Grade:

Prepared by: M. Stemm  Approved by:  Date approved

Position overview: The Chief Services Officer (CSO) is responsible for providing supports, resources, and leadership to residential, community living, habilitation, and employment areas of the organization and serves as a member of the Solutions Team.

This position is essential in providing leadership to all services employees, and the organization, and in assisting LifeDesigns in achieving its mission: Partnering with people of all ages and abilities to lead meaningful and active lives.

Qualifications: A Master’s Degree in rehabilitation, social work, special education, psychology, education, business, public relations, or a closely related field is required. A Bachelor’s Degree in the same fields and the minimum of eight (8) years relevant experience may also qualify as the educational requirement. The minimum of five (5) years of supervisory experience is required, while direct support of individuals with special needs is preferred. A valid driver’s license and acceptable motor vehicle report are required. In many sites, reliable transportation may also be required. Each employee must attend and participate in staff meetings and training sessions regularly and maintain all required internal and external requirements and certifications. All individuals employed by Lifedesigns cannot pose a “direct threat” (meaning a significant risk of substantial harm that cannot be eliminated by reasonable accommodation) to the health and safety of themselves or others.

I. ORGANIZATION EXPECTATIONS

   A. Ability to change
      1. Discern when to respond to internal and external pressures of influences.
      2. Continually seek out and utilize “best practices”.

   B. Team Work
      1. Respect and utilize the talents of others.
      2. Support and contribute to an environment of trust, sharing, growth, and mutual support.
3. Help provide leadership and cross training.

4. Communicate in an open, candid, consistent manner and seek constructive feedback from others.

C. Vision

1. Believe and display a commitment to Lifedesigns’s mission and values.

2. Incorporate individuality, choice, respect, participation, competence, social connectedness, and natural supports into all facets of the position.

3. Serve as a bridge builder to connect people with their communities.

D. Efficiency/Accountability

1. Practice effective time management.

2. Work with and support team members to achieve desired results.

3. Follow through on commitments.

E. Customer Service

1. Share the vision and mission with customers.

2. Present self and organization in a positive, professional manner.

3. Regularly seek feedback and input from customers. Deal with customer complaints in a consistent, timely, and professional manner.

F. Advocacy

1. Honor and assist with implementation of individual choices and preferences.

2. Encourage continuous involvement by communicating and interacting with all members of the support team.

**Essential functions and responsibilities:** These essential functions are those the CSO must be able to perform, with or without the assistance of reasonable accommodations.

**II. PRIMARY RESPONSIBILITIES**

A. Corporate Duties

1. Act on behalf of and/or assist the President/Chief Executive Officer (CEO) in his/her absence, disability, or death.

2. Serves as a mentor of the corporate administration leadership team.
3. Develop and monitor capital and operating budgets.

4. Assist in the development of new services and programs.

5. Ensure compliances with agency, state and federal policies, procedures, and regulations.

6. Develop and implement strategic planning goals.

7. Participate in board meetings and committee meetings as appropriate.

8. Review and revise agency policies, and contractual agreements.

9. Participate in events and activities, which promote the mission and services of the agency.

10. Evaluate and recommend salary grade changes.

11. Serve as a Corporate Guardian.

12. Establish and/or support initiatives to enhance safety, recruitment, and retention practices.

13. Supports development efforts.

A. **Services Duties**

1. Assumes overall responsibility for residential, community living, habilitation, and employment services.

2. Assure satisfaction of all customers in services, including persons served, family, guardian, employers, landlords, referral sources, and funding sources.

3. Assures stability and growth of service areas. Develop policy, train personnel, and research best practice to assure exceptional services for persons served.

4. Develop and monitor service evaluation goals.

5. Hire, evaluate, reward, discipline, and/or discharge employees per the Employee Handbook.

B. **Corporate Compliance**

1. Serves as HIPPA Privacy Officer for the organization and oversees all activities related to the development, implementation, maintenance of and adherence to the organization’s policies and procedures covering privacy of and access to personally identifiable information of Lifedesigns’ customers and employees.

2. Develops and assists in the information, implementation, and maintenance of privacy policies and procedures in coordination with the Solutions Team.

3. Performs initial and periodic information privacy risk assessments and conducts related ongoing compliance monitoring activities.
4. Ensures delivery of initial and periodic privacy training and orientation to all employees, volunteers, contractors, and business associates.

5. Participates in the development, implementation, and ongoing compliance monitoring of all business associate agreements.

6. Establishes and administers a process for receiving, documenting, tracking, investigating and taking action on all complaints concerning the organization’s privacy policies.

7. Ensures compliance with privacy practices and consistent application of sanctions for failure to comply.

8. Performs other duties as needed to assure corporate compliance with regulatory entities related to services requirements.

C. Community Duties

1. Establish relationships with community businesses, clubs, civic groups, and organizations.

2. Participate in community groups, activities, boards, and committees.

3. Engage in collaborative relationships with other agencies and businesses to further the mission of Lifedesigns.

4. Participate in state and trade association work groups to effect positive change.

5. Shall perform other duties as prescribed by the President/CEO, which fall within the Chief Services Officer’s realm of responsibility.

III. RELATIONSHIPS

A. Serve as member of the Solutions Team.

B. Attend Board and committee meetings.

C. Work closely with other administrative staff, department heads, referral sources, funding sources, and other support staff.

D. Work closely with people, businesses, and organizations in the community.

E. Supervise all service areas in all communities served.

IV. JOB REQUIREMENTS

A. Demonstration of verbal skills, effective written and documentation skills; strong teamwork skills.

B. Ability to perform the following: decision making, analyzing, reasoning, driving, talking, reading, hearing and writing. (should this maybe be “communicate,
across all media). Would we turn away someone who was, for example, deaf, but could still communicate effectively? Just thinking ADA stuff.

C. Must have dependable transportation, a valid driver’s license, proof of current auto insurance coverage in the employee’s name, and a willingness to provide transportation in personal automobile.

D. Willingness to work nonstandard/flexible hours, including some evenings and weekends.

E. Knowledge of six or more of the following is preferred: residential group homes, supported employment, community living, adult day services, community connections, contract manufacturing, early intervention services.

F. Membership in local professional, business and/or community organizations is preferred.

The Chief Services Officer is responsible for knowing and respecting each customer’s rights and choices when performing or observing tasks and for following State and Federal compliance regulations. The CSO will be held accountable for knowing and understanding abuse/neglect policies and complying with all policies and procedures of the Abuse/Neglect Policy; keeping current on all updates to policies and procedures of the position, attending staff meetings, and providing input to the management team on issues related to the position. All responsibilities are to be carried out following all policies and procedures of LifeDesigns, Inc., and all regulations related to the care of customers who are receiving services.

The CSO is expected to know and follow LifeDesigns Goals and Objectives and our core values listed below.

**Customer Focus** – *Everything we do considers the best interests of our customers.* Each employee is to provide services and support to our customers in a manner that always puts the customer’s needs and interests first.

**Professional Conduct** – *We strive to look and behave professionally in everything we do.* Each employee is expected to present him or herself professionally and appropriately at all times and are held accountable to ourselves and those we serve.

**Community Orientation** – *We involve ourselves in the community to give back and learn how to support our customers better.* Employees are encouraged to be involved in the community and support events that assist not only our customers and employees, but the community as well.

**Consideration** – *We treat each other, our customers, their families, and the community with respect.* Each employee of LifeDesigns will conduct their job duties in a manner that will provide services that enhance individuals’ personal dignity, promote development of their capabilities, and enable individuals with disabilities to participate fully in their community.

All employees are expected to conduct themselves in all they do with these values in mind.
**Financial Management:** When handling any financial transactions for agency each employee is responsible for following all policies and procedures related to the transactions. All necessary paperwork, receipts and records must be maintained and documented.

**Accountability:** The CSO is to be held accountable to follow all duties and responsibilities of the position and to perform the job in a way that increases customer satisfaction and provides the customer with services that will bring about self-directed and fulfilled lives. Each employee of LifeDesigns is responsible for contributing to the cultural inclusion for both our customers and our employees, treating everyone with dignity and respect at all levels. Each employee of LifeDesigns will participate in developing strong teams and a supportive work environment.

**Physical Demands:** When working with any individual with developmental disabilities, there is always the possibility of aggressive acts. Aggressive acts could consist of pulling, pushing, pinching, biting, hair pulling, kicking, slapping, punching, scratching, head butting, and throwing objects. Employees participating in direct service may also come in contact with bodily fluids such as urine, feces, saliva, mucus, blood and vomitus. Employees must use appropriate personal protective equipment and Universal precautions as required. Direct support activities require the employee to stand, sit, squat, bend at the waist and knees. Lifting and/or ambulatory assistance may be required to participate in active treatment and programming activities. Standing may be required for a large portion of scheduled shifts and for long periods of time.

**Training:** The CSO must remain current on training associated with the position. The CSO is responsible for attending and completing mandatory training requirements, within the specified time frame.

**Decision Making:** The CSO should base any decision related to the position on training, compliance, safety, and the policies and procedures of LifeDesigns, Inc. Supervisory and management staff should be consulted to assist when necessary.

**Communication:** The CSO must be able to effectively communicate, in writing and spoken word, across all media, to all members of the organization, with or without reasonable accommodation; must respectfully communicate to all staff and customers as required and follow chain of command when applicable. The CSO must communicate, on a daily basis, with co-workers and with management when necessary.

**Work Environment:** All employees are responsible for keeping the work environment neat, clean, and safe for the customers and staff. Employees are responsible for adhering to the policies and procedures and to the care plans regardless of the work setting. It is an expectation that each employee work at any site as needed upon completion of appropriate training.

**Results of Actions:** Appropriate conduct in the CSO position could lead to increased positive outcomes for the customers we serve, compliance to regulations, and a positive work environment. Failure to appropriately conduct the duties of the position could lead to poor reputation for the agency, negative outcomes for the individuals, staff being misinformed, and the customers we serve being placed in jeopardy.

I have read this job description and agree to perform the duties as assigned:

______________________________________________  __________________
Employee Signature                          Date
Employee Printed Name

Management Witness: I have covered this job description with the above employee.

Management Signature  Date