Grandma’s Place Overview

Grandma's Place provides independent apartment living and customized services for individuals who are high functioning with intellectual disabilities, or with chronic persistent mental illness, or have a brain injury, and who may or may not have substance abuse/misuse barriers.  We build strong relationships with our clients, while providing valuable services to help clients lead more independent lives. We are committed to supporting individuals in developing independent living skills in their own apartment. We currently operate three apartment complexes located in Crystal and Minneapolis.

Position Description

The Director of Services (DS) plays a crucial role in the organizational wellness of Grandma’s Place. The DS is responsible for all services department related functions at Grandma’s Place. Working as part of the leadership team, they build and brand the Grandma’s Place image by communicating values, strategies, and objectives while working towards fulfilling Grandma’s Place vision. The DS helps to achieve Grandma’s Place’s organizational goals by establishing plans, budgets, and results based measurements; allocating resources; reviewing progress; making mid-course corrections and ensuring organizational performance by providing leadership to the organization.

Position Responsibilities

* Leading, managing, and ensuring team is accountable to Grandma’s Place’s core values, organizational goals, and quality standards.
* Developing policies and procedures to ensure that Grandma’s Place is compliant with federal, state, and local services and licensing regulations
* Ensuring employee satisfaction and retention
* Ensuring Grandma’s Place meets its financial goals by retaining clients and ensuring client satisfaction
* Developing and ensuring the department stays within its budget

Examples of Position Duties

* Overseeing employee development and growth by providing coaching and conducting reviews
* Interviewing employment candidates
* Attending weekly Director meetings and leading weekly meetings with services direct report employees
* Maintaining a pulse on industry trends
* Ensuring adherence to organizational standards, core values and policies and procedures
* Reviewing annual legislation and writing policies and procedures
* Conducting internal audits to ensure compliance with policies and procedures
* Resolving client complaints to ensure clients satisfaction and retention
* Overseeing client and employee grievances
* Overseeing and reporting department expenses and adhering to budget
* Other duties as assigned

Minimum Qualifications

* Share Grandma’s Place core values of: Servant’s Heart, Teamwork, Continuous Improvement, Get Things Done, Do the Right Thing, and The Right Attitude
* Be 18 years of age or older
* Demonstrated ability to lead, manage, and hold teams accountable to organizational goals.
* Previous experience coordinating services with case managers and providers
* Previous experience providing cares to vulnerable adults
* Completed and acceptable background study
* Completed and acceptable TB screening
* Ability to effectively communicate using English in both verbal and written communications
* Proven success making sound independent decisions
* Must be able to effectively navigate the internet and use email
* Able to maintain confidentiality and strong interpersonal & relationship building skills

Preferred Qualifications

* Previous experience developing policy and procedures
* Must possess exceptional organizational skills, attention to detail and able to multi-task
* Experience working with Minnesota Department of Health and Minnesota Department of Human Service and understanding of statutes/regulations
* Previous experience developing organizational policies and procedures
* Current and unencumbered RN License in the state of MN
* Bachelor’s degree in Human Services, Nursing, Health/Human Service Administration, Social Work, or Psychology

Positions Supervised by: Director of Operations

Position Supervises: Site Registered Nurses, Licensed Practical Nurses, Site Service Managers, Client Financial and Benefit Managers

Hours Per Week: 40+

Status: Exempt

Wage: $70,000 annual salary

Benefits: Full-time exempt benefits

Paid time off

Paid holidays

Health insurance

HSA

HRA

Supplemental benefits (including vision and dental)

Paid trainings