MISSION STATEMENT

-To value every individual with a disability regardless of his/her abilities or challenges
-To create individualized opportunities for paid employment and other community activities each person chooses
-To enable the individual to be a respected and productive member of the community
-To provide quality, person-centered support in a way that increase people’s independence and capacity to advocate for themselves

Job Title: Service Director
Full-time
Department (or Program):
FLSA Status: Exempt
Reports to: Executive Director
Location: 121 S Hancock St, LL Madison, WI 53703

Summary of Position: This position provides overall direction for person centered services. This position oversees staff and volunteers and the services they deliver, coordinates and provides in-service trainings, and ensures the goals of the Organization and its grants are achieved. Provides administrative support to the Executive Director.

Responsibilities and Duties:
- Adheres to and can clearly articulate the mission and vision of Organization.
- Oversees day to day schedules for staff and people served, makes adjustments to allow for time off or staff shortages.
- Manages service quality, including staff direction and accountability
- Coordinate the training for new staff.
- Coordinate the in-service training for staff and volunteers.
- Supervise Staff including ensuring the appropriateness of peer navigation services for people served
- Maintains client funds and manages cash discrepancies
- Facilitates person centered plans for each individual served
- Utilizes person centered driven approach.
- Interacts with community members in a manner which supports cooperation among agencies and recovery/wellness for each person served
- Attends Team meetings, inside and outside of the organization
- Maintains a conversational awareness of person centered support, best practices and evidenced-based practices, wellness and recovery management, resources for people in the local community and how to access resources to assist people served
- Comply with statutes and regulations about confidentiality
- Maintains personnel files, including timesheets
- Facilitates, drafts, distributes and maintain file of staff meetings
- Provides direct support as needed, including personal care
- Composes correspondence/reports for own or Executive Director’s signature
- Maintains and monitors email and works with the Job Developer on website updates
- Arranges tasks, messages and e-mails in priority action order
- Researches, drafts or summarizes reports
- Maintains schedule of reports and ensures timelines are met
- Updates and maintains grant files in orderly manner
- Gathers and organizes data for grants and grant reports
- Sets up "exception reporting" system to handle routines without supervision
- Updates and maintain inventories: keys, equipment, office supplies, program supplies, books and technical assistance material
- Routinely re-orders office and program supplies
- Updates e-calendar
- Maintains procedures and other manual to ensure consistent Organization performances
- Other duties or tasks as assigned by the Organization Executive Director

Skills & Abilities Required:
- Prior management/supervisory experience
- College degree in related field
- Demonstrated proficiency with computers and software including Microsoft Office
- Clean background check

Preferable, but not required skills and experience:
- Experience in Human Services, especially people living with significant disabilities

Core Competencies:
- Belief in and ability to articulate the vision and mission of Organization
- Positive reputation in the community
- Team player
- Self directed
- Empathic communicator
- Positive and Respectful Attitude

Reporting to this position: Job Developer, Vocational Coordinators

Physical demands: A person must be physically active, mentally alert, and emotionally stable and able to respond quickly and effectively in situations where someone's physical safety may be at risk. Ability to assist people to transfer in and out of wheelchairs is required.

Work environment: Pathways of Wisconsin, Inc. is transitioning to a community based agency. The work environment of this position varies throughout several downtown businesses and community locations. A small day service program is available for those people we support who do not want or cannot be in the community 100% of the time.

NOTES: Pathways of Wisconsin, Inc offers team members mileage reimbursement, insurance benefits, paid holidays, earned time off, and professional growth opportunities. Our organization is an at-will employer. Pathways of Wisconsin, Inc. is an equal opportunity and affirmative action employer.