



JOB TITLE: DIRECTOR of INNOVATION & SERVICE EXCELLENCE

FLSA STATUS: Exempt

REPORTS TO: Managing Director

PRIMARY PURPOSE OF JOB

The Director of Innovation and Service Excellence is accountable for overseeing operational excellence (best practice) within all program activities, including but not limited to assessing and reporting upon all operational activities that are part of Abilities First programs, managing program quality practices, understanding and embracing program design, planning, control, performance improvement, and operations strategies to ensure person-centered practices are implemented across all programs. Designs and implements qualitative and quantitative methodologies including interviews, focus groups and surveys to gather data needed to develop insights regarding perceptions of persons served/families, their satisfaction and needs. Collects and interprets data to determine strengths, weaknesses, operational effectiveness, and opportunities for improvement; proposes initiatives, strategies and objectives for program or service expansion or development, working toward the organization's vision for the future.

Ensure that consumer focused information is obtained and analyzed to steer the service delivery practices, and that best practices are applied consistently across all program areas. The Director of Innovation and Service Excellence is entrusted to provide innovative, responsible opportunities with the creation and implementation of new ideas and concepts that continually improve systems and practices to achieve superior results. This position works closely with the Managing Director and the Director of Accreditation and Compliance.

This description may not include all of the duties, knowledge, skills, or abilities associated with this position.

ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS

Responsible for ensuring systems and practices are in place to proactively address the quality of all program activities. The Director of Innovation and Service Excellence has the administrative authority, responsibility, and accountability necessary for carrying out assigned duties. Responsible for assisting the Managing Director in identifying areas of excellence and areas that need enhancement through detailed reports of assessments, audits, findings, trends, and recommendations. The Director of Innovation and Service Excellence is accountable for quality of services, satisfaction of persons served, and systematic collection and analysis of relevant data.

General Duties and Responsibilities

- Responsible and accountable for program quality and operational excellence within the services delivered through each program.
- Use national data, such as but not limited to the National Core Indicators, to inform AF's approach to data collection, assessment, and quality improvement.
- Develop and implement qualitative and quantitative data collection methodologies to include but not limited to interviews, focus groups and surveys, to develop insights regarding perceptions of persons served/families, their satisfaction with programs/services.
- Responsible for conducting needs assessment to identify and prioritize the needs of Abilities First community of persons served/families, analyzing data gathered to identify unmet needs and resources.
- Collects and interprets data from needs assessment, program evaluation outcomes, and reviews/audits (internal and externally conducted), to determine strengths, weaknesses, operational effectiveness, and opportunities for improvement. Proposes initiatives, strategies and goals for program or service expansion or development, working toward the organization's vision for the future.
- Identify and pursue funding sources, to include but not limited to grants, state and federal contracts, for new program and service initiatives.

- Ensure program scorecards are effective at clearly showing quality goals and where each program is in relation to those goals.
- Takes the lead to review, analyze and summarize data/information for the Abilities First annual Program Management and Performance Outcome Management Reports reflecting outcomes of Access, Effectiveness, Efficiency, and Satisfaction.
- Access educational opportunities to gain knowledge of best practices, trends and new rules in the field.
- Develop and maintain effective relationships and open communication with individuals, families, employees, contractors, and partners in the community as an integral part of assessing program effectiveness and quality.
- Ability to interpret accreditation standards related to best practice.
- Promote the values, mission, and objectives of Abilities First within and to customers outside the organization.
- Ensure the Abilities First mission, vision, and core values are evident in the quality of the agency's work. Understand DMH and DESE contracts and ensure structures are present to assess and address quality of services provided.
- Adhere to and promote Abilities First policies and procedures and participate in facility quality improvement and safety programs.
- Conduct activities and responsibilities in ways that reflect and are consistent with Abilities First Core Values and the totality of the Abilities First Navigation System.
- Assist in promoting the aims and objectives of Abilities First within the community.
- Communicate openly, frequently, and professionally, treating everyone with courtesy, tolerance, and respect.
- Promote a family-friendly atmosphere that is flexible, accessible, hospitable, and approachable.
- Empower others toward personal growth, productivity, independence, and responsibility.
- Be courageous and diligent in identifying opportunities and risks, making informed decisions that reflect prudent judgment.
- Support team goals and decisions and respond to the expressed needs of others with empathy followed by compassionate action.
- Collaborate with individuals served, families, co-workers, community partners and leaders to plan and provide reliable, innovative, high-quality services.
- Promote a culture of positivity and teamwork and give all ideas a fair hearing.
- Maintain the privacy and confidentiality of AF information, including adherence to policies and procedures pertaining to protected health information.
- Communicate information necessary for administration of the organization to Executive Director.
- Report information regarding known or suspected violations of applicable laws, regulations, ethical standards or policies as soon as you become aware of such, in compliance with Employee Handbook.
- Must be able to pass a background screening.
- Must have a valid Missouri driver's license, reliable transportation, an acceptable driving record, and auto liability insurance that meet the requirements set by Abilities First.
- Must have either a reliable broadband internet service provider or hard-wired (no cell/satellite) high speed internet with internet speed at *no less than 25 mbps* in order to work remotely from home with provided laptop and office equipment.
- Must be able to drive for work-related assignments.
- Occasional Overnight travel required.
- Perform other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Responsible, dependable, detail-oriented and results oriented.
- Able to maintain high level of confidentiality.
- Must possess demonstrated skills related to management, planning, and quality improvement.
- Must have excellent oral and written communication skills.
- Must have excellent supervisory and interpersonal skills.
- Must possess the ability to make independent decisions when circumstances warrant such action.
- Must possess the ability to deal tactfully with personnel, individuals, family members, government agencies/personnel, and the general public.
- Must possess the ability to plan, organize, develop, implement, and interpret the programs, goals, objectives, policies, and procedures, etc., that are necessary for providing quality services and maintaining a sound operation.
- Must possess the ability to seek out new methods and principles and be willing to incorporate them into existing

practices.

- Must be able to maintain good personnel relations and employee morale.
- Must be able to read and interpret financial records and reports.
- Must be knowledgeable of computer systems, system applications, and other office equipment.

- Must be able to communicate policies, procedures, regulations, and reports, to personnel, individuals, family members, visitors, and government agencies/personnel.
- Dedicated to the mission, vision and values of Abilities First.
- Proactive, able to work independently with excellent problem-solving skills.
- Strong leadership abilities.
- Demonstrate a professional work ethic.
- Light lifting required.
- Extensive sitting.

CORE COMPETENCIES

- Adaptability – Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- Continuous Improvement – Originating action to improve existing conditions and processes, identifying improvement opportunities, generating ideas, and implementing solutions.
- Contributing to Team Success – Actively participating as a member of a team to move the team toward the completion of goals.
- Decision Making – Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.
- Engagement Readiness – Demonstrating a willingness to commit to one’s work and to invest one’s time, talent and best efforts in accomplishing organizational goals.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.
- Planning and Organizing – Establishing courses of action for self and others to ensure that work is completed effectively.
- Quality Orientation – Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.
- Technical/Professional Knowledge and Skills – Having achieved a satisfactory level of technical and professional skill or knowledge in position-related area, keeping up with current developments and trends in area of expertise.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS

- Bachelor’s Degree required. Master’s Degree in Public Administration, Social Work, or closely related field preferred; experience may be substituted for education.
- Ten years of experience with demonstrated success in problem solving, organizational development and creating efficiencies that contribute to the success of the agency.
- Experience in governmental and/or nonprofit administration preferred.

PHYSICAL CONTEXT AND WORK ENVIRONMENT

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to see to read documents/reports and focus on computer for an extended period.				X
Hearing: Must be able to hear well enough to communicate with coworkers and general public.				X
Sitting: Must be able to sit for long periods of time.				X

Standing/Walking: Must be able to move about the work area.	X			
Climbing/Stooping/Kneeling: Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
Lifting/Pulling/Pushing: Must be able to lift 20 pounds with or without reasonable assistance.	X			
Driving: Must be able to drive locally for work-related assignments.	X			
Grasping/Feeling: Must be able to type, handle documents, and use equipment and electronic devices.				X

Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties

- The work environment is usually a well-lighted, environmentally controlled indoor environment with moderate level of noise.
- Works in an office environment with the option for some remote work
- Abilities First offers a flexible schedule and relaxed environment

The statements herein are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of personnel so classified. Also, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Employee Signature

Date

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