



**JOB TITLE:**  
**FLSA STATUS:**  
**REPORTS TO:**

**FIRST STEPS SPOE DIRECTOR**  
Exempt  
Vice President of Operations

## **PRIMARY PURPOSE OF JOB**

This is a professional leadership position providing oversight and guidance for a multi-disciplinary First Steps case management team. Director works closely with the Department of Elementary and Secondary Education (DESE) regarding contract expectations and the provision of early intervention services. Also works closely with provider agencies to develop early intervention teams to support families in the First Steps program.

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

## **ESSENTIAL FUNCTIONS AND PERFORMANCE AREAS**

### General Duties and Responsibilities

- Responsible for over-all program oversight, including program marketing and all administrative functions associated with operating the SPOE
- Manage the day-to-day operations of the SPOE in a sound businesslike manner
- Supervise, train, and manage personnel, assign responsibilities, meet deadlines, establish, and implement an early intervention plan for the region, analyze data regarding utilization of early intervention services, and work with parents, local organizations, early intervention service providers, and state agency personnel
- Identify and resolve any problems regarding the operation of the SPOE
- Ensure all Service Coordinators are trained to function in both an intake and ongoing service coordination role
- Implement any corrective actions issued by the state agency resulting from compliance monitoring by the state agency and child complaint decisions and due process hearing decisions
- Assist the state agency with investigation of provider and/or child complaint issues raised in the region
- Serve as an ad hoc member of the Regional Interagency Coordinating Council (RICC) for the region
- Review service coordinators' decisions regarding family cost participation as provided in the Missouri State Regulations for Implementing Part C of the Individuals with Disabilities Education Act (IDEA)
- Responsible for all "contractor" requirements as outlined by the Department of Elementary & Secondary Education (DESE) in the awarded contract for SPOE services provided by Abilities First
- Oversee the essential duties of Service Coordinators, Lead Service Coordinator, Team Coordinator and Administrative employees.

- Serve as Employment Mentor to SPOE employees
- Some overnight travel required
- Attend staff meetings concerning new or revised policies and procedures and implements new information accordingly
- Light lifting required. Extensive sitting
- 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 be able to drive for work-related assignments
- Must have reliable high-speed internet to work remotely from home with provided laptop and office equipment.
- Perform other related work as assigned

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to identify potential abuse and neglect situation and follow protocol according to all applicable regulatory requirements
- Quickly assess and evaluate crisis situations and develop a plan of action to address concerns in an effective manner
- Ability to communicate effectively both orally and in writing
- Ability to establish effective working relationships with co-workers and the public
- Ability to bend, sit, stand, and stoop
- Demonstrates professional work ethic

## **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 improvements 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.

- 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.
- Leadership Disposition – Demonstrating the traits, inclinations, and dispositions that characterize successful leaders; exhibiting behavior styles that meet the demands of the leader role.

## **EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS**

- The SPOE Director must have a minimum of a bachelor's degree.
- Demonstrated management experience implementing sound business practices
- The SPOE director must also have a minimum of 8 years of early intervention services and must serve as a leader and proactive advocate of the Missouri early intervention (First Steps) model

## PHYSICAL CONTEXT AND WORK ENVIRONMENT

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

Physical Requirements	Percentage of Work Time Spent on Activity			
	0-24%	25-49%	50-74%	75-100%
<b>Seeing:</b> Must be able to see to read documents/reports and focus on computer for an extended period.				X
<b>Hearing:</b> Must be able to hear well enough to communicate with coworkers and general public.				X
<b>Sitting:</b> Must be able to sit for long periods of time.				X
<b>Standing/Walking:</b> Must be able to move about the work area.	X			
<b>Climbing/Stooping/Kneeling:</b> Must be able to stoop or kneel to pick up items off the floor and filing in a bottom drawer file cabinet.	X			
<b>Lifting/Pulling/Pushing:</b> Must be able to lift 20 pounds with or without reasonable assistance.	X			
<b>Driving:</b> Must be able to drive locally for work-related assignments.	X			
<b>Grasping/Feeling:</b> Must be able to type, handle documents, and use equipment and electronic devices.				X

- 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.*

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Employee Signature

\_\_\_\_\_  
Date

Revised 5-6-14; 11-12-14; 03-28-2016; 03-28-17; 03-28-18; 1-18-19; 12-9-19; 12-08-20; 07-14-2022