



Position Announcement-August 2025
DIRECTOR OF PROGRAM OPERATIONS
The Arc of Northeastern Pennsylvania
Scranton, Pennsylvania

Our Vision:

People with intellectual and developmental disabilities are entitled to live full, self-determined and respected lives.

Our Mission:

The Arc promotes and protects the human rights of people with intellectual and developmental disabilities and actively supports their full inclusion and participation in the community throughout their lifetimes.

General Summary:

The Director of Program Operations is a key leadership role at The Arc of Northeastern PA, responsible for the overall management and success of all programs serving individuals with intellectual and developmental disabilities (IDD). This position ensures the delivery of high-quality, person-centered services and supports the agency's mission by integrating individual and systems advocacy into all operational aspects. The Director of Program Operations reports to the Executive Director and leads a team of dedicated program staff, ensuring compliance with all regulatory and organizational standards.

Essential Functions and Responsibilities:

Program Management & Strategic Direction

- **Operational Oversight:** Oversee and manage the day-to-day operations of all programs, including Residential, Adult Day, Advocacy, Recreation, Vocational, and Community-Based services. Ensure services are responsive to individual needs and align with The Arc of Northeastern Pennsylvania's mission.
- **Advocacy Integration:** Champion individual and systems advocacy within all program functions. This includes ensuring all service plans are person-centered and that staff are trained to act as effective advocates for the individuals they serve.
- **Strategic Planning:** Collaborate with the Executive Director to implement and evaluate the agency's and strategic plan.
- **Fiscal Management:** In collaboration with the Executive and Fiscal Director, prepare and recommend preliminary budgets, review departmental budget utilization, and track the

fiscal year census of departmental units. Assist in grant proposal development and tracking.

- Service Development and Evaluation: Assist in developing proposals for expansion of services and programs and evaluating the effectiveness of existing services and programs.

Staff Leadership Supervision, & Development

- Supervision: Directly supervise and manage all program staff, including Advocacy, Recreation, Residential, Maintenance, Vocational, Adult Day and Community Based Services. This includes conducting performance evaluations, approving time off, and managing staff scheduling.
- Technical Training: In collaboration with the Quality and Compliance Officer, identify and implement training programs to ensure all staff have the technical skills necessary for their roles, including proficiency with electronic health records (EHR) and other program management software.
- Human Resources: Collaborate with the Human Resources Department on program staff policies and procedures, to ensure compliance with all federal, state, and local labor laws, including Employment Law, OSHA, Worker's Compensation, and ADA.

Compliance, Reporting & Quality Assurance

- Regulatory Compliance: Ensure all programs comply with federal, state, and local regulations, including those from the PA Department of Human Services, & Office of Developmental Programs (ODP).
- Audits & Inspections: Coordinate with the Quality and Compliance Officer to prepare for and participate in all annual and triennial inspections and self-assessments (e.g., ODP, QA&I).
- Reporting: Prepare and submit accurate and timely reports to regulatory bodies, funding sources (including United Way), and the Executive Director.
- Admissions & Referrals: Serve as the primary lead for the Admissions Committee, reviewing and approving individual service referrals and presiding over all admission meetings.

External Relations & Administration

- External Communication: Maintain strong relationships and communicate with external agencies, families, and guardians regarding proposed services, legal matters, and insurance claims.
- Facilities & Fleet: Ensure facilities and vehicle maintenance meets quality and safety standards. Report regularly to the Executive Director all facilities and operations activities, events and concerns.
- General Administration: Perform a variety of administrative functions, including approving timesheets, mileage, and expense reports. Review, approve and oversee departmental supplies, purchase orders, and repairs.
- Perform all other duties as assigned by the Executive Director.

Qualifications:

- A Bachelor's degree in a relevant field such as social work, human services, or public administration is required. A Master's degree is preferred.
- Three years of progressive leadership experience as a Manager or Director within a non-profit or human services agency. This experience must include program development and management, compliance, personnel supervision, facilities management, and a proven track record of effectively managing personnel issues. A preference will be given to candidates with direct experience in Intellectual and Developmental Disabilities (IDD) services.

Skills:

- Proven leadership, management, and personnel supervision abilities.
- In-depth knowledge of relevant federal and state regulations (e.g., PA ODP).
- Technical proficiency in electronic health records (EHR), program management software, and data analysis tools.
- Familiarity with Employment Law, OSHA, and other pertinent labor regulations.
- Excellent verbal and written communication skills.
- Strong problem-solving, organizational, and administrative skills.
- Ability to work a flexible schedule and manage multiple priorities effectively.

Special Requirements: Must have a valid PA driver's license and pass a criminal background check.

Commitment: A deep commitment to the mission of The Arc and a passion for promoting the rights and inclusion of people with IDD.

Physical Demands: This position is primarily administrative, but requires the physical ability to perform essential functions in various settings. This includes the ability to sit, stand, walk, and climb stairs to move between offices and program sites. You must also be able to operate a motor vehicle and have the capacity to lift and carry up to 50 pounds.

Work Location

On-site at 115 Meadow Avenue, Scranton, Pennsylvania.

Compensation

Salary range for this position is \$75-90k, commensurate with experience and other qualifications. The Arc offers a generous benefits package.

Application Process

Please send letter of application, resume, and list of three professional references to the Search Committee at searchcommittee@thearcnepa.org. All questions regarding this position should be submitted to searchcommittee@thearcnepa.org; a committee member will respond. No inquiries or telephone calls should be made to The Arc itself.

Application Deadline: Review of applicants will begin as early as August 25, 2025. The position will remain open, and applications will be accepted and reviewed, until the position is filled.

For more information about our organization, please visit The Arc's webpage at www.thearcnepa.org.

The Arc of Northeastern Pennsylvania is an equal opportunity employer and is committed to recruiting a diverse pool of qualified candidates for the position. We do not discriminate against any employee or applicant because of race, color, sex, gender, age, religion or religious creed, national origin, ancestry, citizenship, marital status, sexual orientation, gender identity, gender expression, genetic information, physical or mental disability, military or veteran status, or any other characteristic protected by law.