

Cooperative Production has 33 residential homes and 6 Day Programs. Our 24/7 supervised residential programs focus on a person-centered planning approach and working with individuals to create homes adapted to meet individual needs. We provide support in the areas of life skills, social skills, and community integration with an emphasis on pursuing personal goals and interests. Each day, our staff provides guidance, support, and direction as needed on new skills/tasks, behavior management, personal development, social skills, and communication. Our staff takes pride in assisting individuals in achieving their goals by maintaining knowledge of their learning styles, strengths, and support needs and ensuring that skills are taught accordingly.

### **CHIEF OPERATING OFFICER**

We seek a full-time **Chief Operating Officer** to work with us to further our mission. The Chief Operating Officer (COO) is responsible for administering agency services, providing leadership in key management areas, and administering the day-to-day affairs of the corporation in the absence of the President & CEO. Duties shall be conducted in conformance to sound management practices and support community-based services for people with developmental disabilities.

### **QUALIFICATIONS**

- Bachelor's degree (Masters preferred)
- Five years of senior management experience in the field of developmental disabilities or related field
- Demonstrated history of management accomplishments in the areas of service delivery and administration
- Possession of a valid driver's license and an agreement to use one's vehicle for business purposes
- Acceptable Criminal Offender Record Information (CORI) check

### **ESSENTIAL DUTIES**

#### **ADMINISTRATION**

- Work with the President & CEO to develop and maintain organizational management efficiencies
- Work with the President & CEO in a leadership capacity in the areas of policy development, strategic planning, public relations, and other management functions
- Work with the Vice Presidents of Finance and Human Resources to integrate financial goals and human resource considerations into service delivery outcomes and philosophy
- Assume responsibility for managing the day-to-day affairs of the corporation, with the exception of binding the agency through contractual agreement in the absence of the President & CEO
- Meet with and work with the Board of Directors
- Oversee facility maintenance operations and functions

#### **SERVICES**

- Assume responsibility for the administration of agency direct care services and supports
- Work with the President & CEO in developing and managing new/expanded agency services
- Work with services management staff in developing and implementing plans for expansion and/or modification of existing services
- Ensure agency resources are allocated to effectively address consumer needs within budgetary parameters and in conformance with regulatory requirements
- Coordinate licensing and certification requirements of agency services
- Ensure that service components follow all applicable agency and regulatory policies and procedures
- Ensure effective communication and coordination of all service components throughout the organization
- Review and monitor critical services issues, including related reports and other documents
- Serve as liaison with regulatory agencies, families, outside service providers, and other parties as needed, including but not limited to DDS, CARF, licensing, OPTUM, etc.
- Develop and implement internal program evaluation systems and procedures
- Monitor admission and discharge processes and procedures
- Develop specific and scheduled feedback opportunities for staff, participants, and family members relative to service delivery and agency administration

- Work with the Vice President of Human Resources in the areas of hiring practices, employee orientation, performance evaluations, training activities, and employee relations
- Keep President & CEO abreast of regulatory, operational, and programmatic changes, developments, and issues as necessary
- Assume advocacy role as necessary for legal, civil, and human rights
- Serve as a resource to staff and consumers in day-to-day program affairs
- Monitor the implementation of the agency's mission, service goals, and program objectives across all service components
- Ensure the implementation of coordinated General Management, supervisor, clinical, and staff meetings
- Serve as HCSIS Administrator and Liaison for DDS contracting, including but not limited to timely completion of contracting, re-credentialing, and RFR
- Annual Management report is completed to ensure all components are included to meet regulatory requirements

### **PROFESSIONAL DEVELOPMENT / STAFF SUPERVISION**

- Maintain personal and professional development in the field of developmental disabilities, keeping abreast of current trends and practices
- Supervise and support the Directors of Day Services, Community Living, and Health Services, Clinical Services, and Facilities in administering their responsibilities and duties; ensure the timely completion of performance evaluations for these staff
- Ensure service delivery management staff keeps abreast of trends, practices, and changes in their areas of responsibility

#### Experience:

- Operations management: 1 year (Preferred)

#### Ability to Relocate:

- North Dighton, MA 02764: Relocate before starting work (Required)

#### Work Location:

- In-person/onsite

### **ABOUT COOPERATIVE PRODUCTION**

Cooperative Production is a 501(c)(3) non-profit organization supporting local citizens with developmental and other disabilities and brain injuries in a variety of residential and day programs, employment supports, and clinical services. Founded in 1972 and currently serving 300+ individuals and family members in Southeastern Massachusetts, our mission focuses on individualized services and community participation.

We offer scheduled hours in a friendly, team-oriented environment. We offer a competitive salary and an outstanding benefits package for full-time staff, including health insurance, dental, vision, supplemental life, and disability insurance, and a tax-deferred annuity plan. Cooperative Production offers a variety of different benefit perks for full-time staff, such as opportunities for additional paid training, free life insurance, mileage reimbursement if applicable, tuition reimbursement, a generous paid time off benefit including accruals for extended leave, and more!

[www.cooperativeproduction.org](http://www.cooperativeproduction.org)

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