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## Director of Services Position Description

### **DIRECTOR OF SERVICES**

MAC Angels Foundation is currently hiring a responsible, compassionate, and dedicated Registered Nurse to join our expanding administrative team as a Director of Services.

MAC Angels Foundation is a 501c3 nonprofit organization based in Westchester, New York, serving the Greater Metropolitan Area. The Foundation provides support, guidance, and resources critical to quality of life for individuals and their families living with Amyotrophic Lateral Sclerosis (ALS).

The goal of the organization is to provide unique services tailored to the individual needs of a person with ALS (pALS) and their caregivers. Services include patient advocacy, health planning, case management, home visits, mental health services, medical transportation, facilitating equipment purchases, and financial aid.

#### **Position Description:**

The Director of Services will serve in a key role in the organization as a leader with the responsibility to inspire, manage, and develop people and processes to provide the highest quality of support and care to pALS and their families.

As the Director of Services, you commit to fostering an environment that builds creative thinking, problem solving, and empowerment. Your leadership encourages a respectful and dignified environment for our interdisciplinary team, pALS, families, and caregivers.

Although office space is available, this is largely a field-based position. As Director of Services, you will build a strong, impactful new services team and supervise all home visits and quality of life care. You will recommend and develop structures and processes that will provide maximum support to pALS, families, and caregivers.



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This position will report to the Executive Director and will have the following responsibilities:

- Direct, supervise, and evaluate a multi-disciplinary team and ensure continuous improvement of services delivery.
- Assume primary responsibility and authority for maintaining quality care in accordance with the organization's objectives and policies through planning, coordinating, implementing and evaluating services provided to pALS and families.
- Supervise, conduct, evaluate home visits, physical and psychosocial assessments, plans of care, and ensure all client interventions are electronically documented.
- Act as a liaison between staff, clients, physicians, and health care providers, managed-care providers, and make physician calls as appropriate.
- Connect with medical institutions, VA or ALS clinics, physicians and others in the medical and ALS communities to promote services and increase client referrals.
- Responsible for compliance with all regulations, laws, policies and procedures applicable to providing consultative and supportive home visits and protecting patient privacy.
- Educate all staff members about state and federal rules and regulations.
- Oversee the creation and implementation of foundation policies and procedures related to client care.
- Assist and coordinate services budget development, implementation and evaluation with senior management.
- Assist in the development and implementation of strategic initiatives supporting specific organizational goals.

As appropriate and needed, the responsibilities of the Director of Services may be expanded to best meet the mission of the organization and the ALS community that the organization serves.



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### Position Qualifications:

- Registered Nurse currently licensed to practice in New York State
- Seven (7) to ten (10) years nursing experience and at least three years (3) years management experience that includes a demonstrated ability to lead teams.
- Ability to demonstrate organizational and communication skills which would enable effective interaction with staff, pALS, families, physicians, health care providers, and the community.
- Hospice, Home Care, or palliative care experience.
- Experience addressing needs of pALS or working with the ALS community preferred.
- Knowledge of Medicaid rules, regulations, loopholes, and procedures helpful but not required.
- Patient Advocacy experience and/or certification helpful.
- Advanced degree preferred.
- Driver's license with clean, acceptable driving record & ability to transport self to necessary offices, facilities, and private residences

This is a full-time, salaried position with variable hours depending upon needs of pALS and caregivers. We offer a competitive salary, paid vacation, matching IRA 3%, and health reimbursement arrangements (HRA).

MAC Angels seeks talented people of all cultures, religions, races and ethnicities, and gender expressions. MAC Angels is an Equal Opportunity Employer and seeks a diverse pool of candidates for this position.

Please respond with a resume and letter of interest to MAC Angels Interim Executive Director, Kevin George, [kgeorge@macangels.org](mailto:kgeorge@macangels.org)