



LITTLE PORTION FRIARY
JOB DESCRIPTION AND PERFORMANCE EVALUATION FORM

JOB TITLE Executive Director	DEPARTMENT Administration	SALARY RANGE \$65,000 - \$79,000, commiserate with experience
EMPLOYER Little Portion Friary	DESIGNATION Exempt	REVISED /ESTABLISHED DATE 9/2024
EMPLOYEE NAME	MANAGER RESPONSIBLE FOR MAINTENANCE/TITLE:	EVALUATION PERIOD FROM: TO:

PART I:

ORGANIZATION:

Little Portion Friary (LPF) is an emergency shelter for men and women experiencing homelessness in Buffalo. The mission of Little Portion Friary is to journey with the homeless, providing temporary shelter, meals and counseling during their struggle to acquire permanent housing and jobs, with the overall goal to support their transition into new lives full of possibility and hope. We operate a 29-bed shelter, as well as a nearby Day Center to increase access to case management, community partners, and enrichment support. We are a non-denominational entity, inspired by Franciscan values and tradition.

JOB SUMMARY:

Overall responsibility for the management and operation of the Little Portion Friary. Responsible to the CORE for the overall performance of the program. Assures that appropriate quality care is provided to Program clients in accordance with program policy, the extent of covered services and standards of practice. Ensures compliance with all Federal and State applicable regulatory and contractual requirements. Supervises management team and ensures goals are being met. Leads management in collaboration with the organization management team. Acts as leading source of communication to the public and constituencies regarding the program. Participates with the content and direction of the vision of the organization and develops strategic plans and direction consistent with the vision.

REPORTS TO:

- The CORE (board) of Little Portion Friary

SKILL AND EDUCATIONAL REQUIREMENTS (MINIMUM):

EDUCATION

- Bachelor’s degree in nursing, social work, finance, health administration, business administration or equivalent degree required.

EXPERIENCE

- Minimum five (5) years’ experience in home care, ambulatory care, case management, managed care administration or a similar field.
- At least five (5) years of progressively responsible experience.
- Experience in the managed care environment.

KNOWLEDGE, SKILL AND ABILITY

- Demonstrated ability to provide leadership to multiple administrative, professional and support staff within a team based organizational structure.
- Able to demonstrate competency as visionary in relation to carrying out their leadership role.
- Strong verbal and written interpersonal communication.
- Excellent change management implementation skills associated with a complex or merger organizational environment.
- Demonstrated skills in providing a teamwork and non-hierarchical collaborative environment.
- Strong development and performance management competencies.
- Result oriented leadership approach with a bias of driving toward best practice.
- Demonstrates the ethics and values consistent with driving a mission-based organization.

DEFINITIONS OF PERFORMANCE RATINGS

1-	<u>Needs Improvement:</u>	Performance meets some, but not all, expectations. Performance must be more consistent to be evaluated as “competent”. Action plan is required to address performance deficiencies in order to remain in current position.
2-	<u>Acceptable/Solid Performance:</u>	Performance consistently meets the expectations for the position and of the organization.
3-	<u>Commendable</u>	Performance always meets, and occasionally exceeds, the expectations for the position and of the organization.
4-	<u>Outstanding</u>	Performance consistently exceeds expectations for the position and the organization. Employee is considered a role model.

MAJOR TASKS, DUTIES AND RESPONSIBILITIES	PERFORMANCE RATING
<p>Manages all operations of Little Portion Friary. Ensures that high quality and cost effective services are provided by assigned staff, community partners, or through contract relationships at the shelter and facility-based settings.</p>	
<p>Ensures that the team provides care management, medical care and comprehensive long-term care services consistent with each member's assessed needs.</p>	
<p>Participates in the development of marketing plan and materials.</p>	
<p>Develop network services in order to promote and support the program's growth.</p>	
<p>Promote and enhance community knowledge about program and services including activities, education and marketing with community agencies and health care providers.</p>	
<p>Ensures compliance with relevant and applicable federal, state and local laws and regulations. Identifies and develops policy changes, as necessary, and ensures that staff are aware of changes that impact operations.</p>	

MAJOR TASKS, DUTIES AND RESPONSIBILITIES	PERFORMANCE RATING
Ensures that the legal records and documents related to guest care are appropriately created and maintained.	
Hires, trains, supervises and evaluates the management team.	
Manages and evaluates staff performance in accordance with standards of practice, state and federal regulations and Agency policies and procedures.	
Assures quality of services, appropriate access and utilization for clients. Ensures that Agency and program guidelines are adhered to in measuring adequacy, appropriateness and effectiveness of plan of care.	
Responsible for financial management of Little Portion Friary.	
Manages service location, monitors all building systems to ensure smooth operations and coordinating maintenance with appropriate staff and/or contractors.	
Develops annual program budget and premium proposals, in collaboration with corporate finance staff if relevant.	

MAJOR TASKS, DUTIES AND RESPONSIBILITIES	PERFORMANCE RATING
Acts as a representative of the program and an advocate for the community through liaison, promotional activities and resolution of problems.	
Fosters and maintains external relationships with various community providers.	
Identifies trends and needs of the program population and develops plans to meet needs. Monitors and evaluates trends, issues and need for program services and formulates strategy to respond to those needs.	
Assists the Volunteer Director with recruitment of volunteers. Ensures that all data relating to current volunteers is current.	
Encourages open communication regarding the reporting of potential non-compliance concerns. Responds to all reports of potential or actual non-compliance concerns and the risks of non-compliance.	
Responsible for promoting an atmosphere that is cognizant of compliance with all State and Federal laws, rules and ensures that all supervised staff and relevant contractors are knowledgeable of and adhere to the compliance policies and regulatory requirements applicable to their function.	
Influences and guides the vision of the program.	
Performs related duties as assigned or requested.	