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## Vice President of Residential Services

Morris County, NJ

Pay: \$100,000 – \$110,000/year

Status: Full-Time

Location: Morris County, NJ

### ABOUT ArcMorris

ArcMorris is a nonprofit human services organization that has supported individuals with intellectual and developmental disabilities throughout Morris County, New Jersey for more than 70 years.

Our mission is to empower individuals with intellectual and developmental disabilities to make meaningful choices, achieve greater independence, and actively participate in their communities. ArcMorris is committed to providing person-centered services that promote dignity, inclusion, growth, and quality of life.

### Position Overview

The Vice President of Residential Services provides executive leadership and oversight for ArcMorris' residential programs serving individuals with intellectual and developmental disabilities (I/DD). Reporting directly to the Chief Program Officer, this position is responsible for ensuring high-quality, person-centered services across all residential settings while promoting the safety, health, independence, and overall well-being of the individuals supported.

The Vice President supervises and mentors Directors and Assistant Directors of Residential Services, develops strategic initiatives to strengthen residential programming, ensures regulatory compliance, and collaborates with clinical and executive leadership to expand and enhance residential services.

This role plays a critical part in developing innovative supports for individuals with complex medical and behavioral needs while fostering a culture of accountability, collaboration, continuous improvement, and operational excellence.

Key Responsibilities (include but are not limited to):

### Executive Leadership & Strategic Planning

- Provide strategic leadership for the development, implementation, and management of residential services
- Ensure residential programs align with ArcMorris' mission, vision, values, and person-centered philosophy

- Identify opportunities to enhance program quality, operational efficiency, and service outcomes
- Develop and implement department goals, objectives, and performance measures
- Collaborate with executive leadership to support organizational growth and expansion of residential services
- Residential Program Oversight
- Provide direct supervision and leadership to Directors and Assistant Directors of Residential Services
- Monitor residential operations to ensure high-quality service delivery and resident satisfaction
- Conduct regular site visits, audits, and program reviews
- Maintain communication with intake and admissions teams to support successful residential placements
- Evaluate residential programs and implement improvements as needed
- High Acuity Services & Clinical Collaboration
- Partner with clinical leadership to develop and expand medical and behavioral group homes
- Support specialized programming for individuals with complex medical, behavioral, and psychiatric needs
- Ensure staff have appropriate training, resources, and support to serve high-acuity populations
- Collaborate on assessments, treatment planning, crisis prevention, and risk management strategies
- Promote best practices in behavioral and medical support services
- Staff Leadership & Workforce Development
- Recruit, mentor, develop, and retain high-performing residential leadership staff
- Provide coaching, guidance, and professional development opportunities
- Conduct performance evaluations and establish growth plans
- Promote accountability, teamwork, and leadership development throughout the department
- Ensure compliance with agency policies, procedures, and professional standards
- Compliance & Quality Assurance

Ensure compliance with DDD regulations, licensing requirements, accreditation standards, and ArcMorris policies

- Conduct scheduled and unscheduled audits of residential programs
- Identify operational risks and implement corrective action plans
- Develop, revise, and implement policies and procedures supporting quality service delivery
- Ensure timely completion of incident reports, investigations, documentation, and follow-up activities



### Operations & Fiscal Management

- Monitor staffing levels, scheduling practices, overtime utilization, and workforce efficiency
- Establish and monitor departmental Key Performance Indicators (KPIs)
- Analyze operational data to improve program performance and service outcomes
- Support budget planning and resource allocation initiatives
- Assist in maintaining efficient residential operations across all locations

### Residential Support & Community Engagement

- Promote safe, supportive, and least restrictive living environments
- Encourage community integration, recreation, and meaningful participation in community life
- Maintain collaborative relationships with families, guardians, support coordinators, and stakeholders
- Ensure services remain responsive to the changing needs and preferences of individuals supported

### Crisis Management & On-Call Responsibilities

- Respond to emergencies, staffing challenges, critical incidents, and operational concerns
- Provide leadership during crisis situations and ensure appropriate follow-up
- Participate in Level 4 on-call responsibilities, including evenings, weekends, and emergency response
- Support residential teams during significant incidents and staffing emergencies
- Ensure required on-call documentation and notifications are completed in accordance with agency policy
- Training & Professional Development
- Promote a culture of continuous learning and professional growth
- Support training initiatives related to crisis intervention, leadership development, compliance, communication, and person-centered practices
- Ensure residential staff maintain required certifications and training requirements
- Develop systems that support ongoing staff competency and program excellence

### Qualifications:

- Bachelor's degree in Social Work, Human Services, or a related field required



- Management reserves the right to substitute extensive and verifiable professional experience for educational requirements
- Minimum seven (7) years of residential management experience or ten (10) years of related experience
- Seven to ten (7–10) years of experience working within the intellectual and developmental disabilities field required
- Minimum five (5) years of supervisory or leadership experience required
- Extensive knowledge of residential services, congregate care settings, and nonprofit human services operations
- Strong understanding of DDD regulations, licensing requirements, and best practices in residential supports
- Proven ability to manage multiple programs and priorities within a fast-paced environment
- Excellent organizational, analytical, and problem-solving abilities
- Exceptional written and verbal communication skills
- Strong leadership, coaching, and staff development experience
- Demonstrated ability to build collaborative relationships across departments and stakeholder groups
- Proficiency with electronic health records, workforce management systems, Google Workspace, and Microsoft Office applications
- Valid New Jersey Driver's License with no more than five (5) points required
- Ability to complete and maintain all required trainings and certifications, including CPR/First Aid, Medication Administration, and Prevention of Abuse, Neglect, and Exploitation
- Work Environment & Schedule
- Position supports a 24-hour residential service system
- Must be available to work evenings, weekends, overnight visits, and emergency response situations as needed
- Travel between residential locations throughout Morris County is required

Benefits include:

- 100% Employer-Paid Medical, Dental & Vision (single coverage after 90 days)
- Employer-Paid Life Insurance
- Supplemental Insurance (disability, accident, critical illness)
- Legal Insurance (50% employer-covered)
- Employee Assistance Program (24/7 support)
- 403(b) Retirement Plan (up to 8% employer contribution after 1 year)
- Paid Time Off (vacation, sick, personal, holidays)



- Birthday Day Off (after 4 years of service)
- Flexible Spending Account (medical & dependent care)
- Training & Tuition Assistance
- Mileage & Meal Reimbursement
- Direct Deposit
- Employee Recognition Programs
- Opportunities for Career Advancement

Apply Today

Gene C. Rossi, Recruiter – ArcMorris

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