

Director of Community Based Operations

5/19/2026

Job Summary

The Director of Community-Based Operations provides leadership, oversight, and strategic direction for community-based prevocational and work-based services supporting individuals with intellectual and developmental disabilities. This position is responsible for supervising community work crews, ensuring quality service delivery, maximizing integrated employment opportunities, and maintaining compliance with Delaware Division of Developmental Disabilities Services (DDDS) regulations and standards. The Director works collaboratively with participants, families, employers, community partners, and agency leadership to promote person-centered outcomes, vocational skill development, community inclusion, and competitive integrated employment opportunities. The starting annual salary is \$60,000.00.

Essential Functions:

1. Provides leadership and direct supervision to community-based supervisors and work crew staff.
2. Oversees daily operations of community work-based crews and prevocational services conducted in community settings throughout Delaware.
3. Develops and implement strategies to increase employment opportunities for individuals attending KSI prevocational programs.
4. Ensures all services are delivered in accordance with DDDS regulations, Medicaid waiver requirements, agency policies, and person-centered planning principles.
5. Monitors quality assurance measures and program outcomes related to employment, participant satisfaction, and community integration.
6. Establishes and maintains relationships with local businesses, employers, and community organizations to expand work opportunities and community partnerships.
7. Supervises staff performance through coaching, training, scheduling, evaluations, and corrective action processes.
8. Ensures adequate staffing levels and operational coverage for all community-based crews and program activities.
9. Ensures individuals' health, safety, dignity, and rights are protected in all community and work-based environments.
10. Oversees compliance with documentation standards including service notes, billing records, incident reporting, behavior support implementation, and employment tracking.
11. Coordinates with interdisciplinary teams, case managers, and families to ensure individualized goals are achieved.
12. Conducts regular site visits to community work locations and program settings to ensure quality standards and staff accountability.
13. Provides problem-solving and operational support as needed in community settings.
14. Maintains knowledge of current best practices, DDDS regulations, employment-first initiatives, and trends related to disability services and workforce development.
15. Participates in agency leadership meetings, strategic planning activities, audits, and accreditation processes.
16. Performs other duties as assigned to support agency operations and participant success.

Other Requirements

1. Adheres to all KSI policies and procedures.
2. Follows all safety procedures and works in a safe manner.
3. Attends community events, fairs, or other community items outside "normal" KSI hours as needed.
4. Maintains specific training and/or certification applicable to position as required by DDDS; approved behavior intervention programs and CPR/First Aid/AED. Responsible for completing on-line training on-time. Initial training may include but is not limited to; New Employee

- Orientation, CPR/AED, First Aid, and all other training and certifications.
5. Conducts themselves in a positive and professional manner. Will have and project a positive and supportive attitude about KSI, fellow employees and the individuals KSI serves.
 6. Completes other duties as assigned by the Vice President of Operations or designee.

Qualifications

Bachelor's degree in Human Services, Rehabilitation Counseling, Social Work, Business Administration, Special Education, or related field required preferred; Minimum of three (3) years of leadership experience in intellectual/developmental disability services, vocational services, supported employment, or community-based programming preferred; Minimum of three (3) years' experience supervising staff; Knowledge of Delaware DDDS regulations, Medicaid waiver services, and prevocational service requirements strongly preferred; Experience developing employer partnerships and community employment opportunities for individuals with disabilities.

Must be able to sit, stand, walk, bend, and lift up to 25 pounds as needed; must be able to travel to program sites and community locations for KSI programs; ability to work flexible hours as operational needs require; must pass a Criminal Background check, Adult Abuse Registry check and Child Abuse Registry check and Sex Offender Listing. Must have a valid Delaware driver's license with no more than two moving violations at time of hire.

**KSI, Inc. provides equal employment opportunities to all employees and applicants for employment
F/M/Veterans/Disabled/Sexual Orientation/Gender Identity**