



Job Title: Director of Community Living

Reports To: Executive Director

FLSA Status: Exempt

Location: Branch Services, Portola Valley, CA

About Branch Services

Branch Services is a non-profit organization that empowers adults with intellectual delays and autism to live independently and thrive as active, engaged members of their chosen communities. Our programs create opportunities for participants to build confidence and facilitate successful integration with their communities. We support skill-building around daily routines, personal hygiene, household maintenance, and leisure activities, while supporting each person's unique goals and interests. Branch Services primarily supports those living on-site at the Willow Commons and Thistle Home locations in Portola Valley, California, as well as additional participants through day and activity-based programs.

Position Summary:

The Director of Community Living leads and oversees Branch residential programs serving adults with intellectual and developmental disabilities. This role ensures all services are person-centered, compliant with regulatory standards, and aligned with Branch Services' mission of promoting independence, dignity, and community inclusion. The Director manages and supports key teams of staff throughout the organization - including Site Managers, Participant Coordinators and Resident Mentors.

Key Responsibilities:

Leadership & Program Oversight

- Work with the Executive Director to set strategic direction for community living and supported living services.

- Foster a culture of respect, empowerment, and individualized care for residents and staff.
- Develop and implement policies, procedures, and best practices that ensure high-quality services.

Staff Supervision & Development

- Lead and mentor Residential Managers, Participant Coordinators, and other resident mentors.
- Oversee staff training, retention, and utilization.
- Provide coaching, performance evaluations, and opportunities for professional development.

Resident Advocacy & Person-Centered Support

- Ensure each resident has an individualized service plan reflecting their goals, strengths, and support needs.
- Collaborate with families, case managers, healthcare providers, and residents to promote personal choice and wellbeing.
- Monitor resident satisfaction and act on feedback to improve services.

Compliance & Quality Assurance

- Ensure compliance with state and federal regulations, including Medicaid Waiver, Regional Center, and licensing requirements.
- Lead program audits, incident reporting, and corrective action plans.
- Maintain accurate program records, documentation, and outcomes reporting.

Budget & Resource Management

- Develop and manage program budgets, staffing allocations, and billing processes.
- Collaborate with the Facility manager to oversee the maintenance of residential properties to ensure safe and accessible environments.

Community & Stakeholder Engagement

- Represent Branch Services at community meetings, advocacy events, and provider networks.

- Build positive relationships with families, guardians, funding agencies, and local partners.
 - Promote inclusion and community participation for residents.
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Qualifications:

Required:

- Bachelor's degree in Social Work, Human Services, Psychology, Public Administration, or related field.
- Minimum 5 years in a supervisory or management role
- Minimum 3 years in disability services or residential care
- Knowledge of person-centered planning, disability rights, and supportive housing models.
- Strong leadership, problem-solving, and interpersonal communication skills.
- Valid driver's license, clean driving record, and ability to pass background checks.

Preferred:

- Master's degree in a related field.
- Experience with Medicaid Waiver programs, licensing regulations, and nonprofit administration.
- Familiarity with positive behavior support interventions and instructional skill building strategies

Core Competencies:

- Commitment to dignity, inclusion, and self-determination of people with disabilities.
- Collaborative leadership and team-building.
- Financial and operational accountability.
- Cultural competency and ethical decision-making.
- Crisis management and conflict resolution.

Work Environment & Physical Requirements:

- Combination of office, residential sites, and community settings.
 - Must be able to lift up to 25 lbs, navigate residential environments, and respond to emergency situations.
 - On-call availability for urgent program needs.
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Terms & Compensation

This is an exempt, full-time position according to the FLSA, with an expectation of approximately 40 hours/week and a salary range of \$100,000–\$130,000. While office hours are generally 9 am – 5 pm PT, work hours may vary depending on time and events.

Application Instructions:

Please provide your current professional resume and a tailored cover letter to jennir@branchservices.org. Within your cover letter, we encourage you to articulate your specific interest in this role alongside your professional background. We value hearing about unique personal or professional instances that showcase the competencies and values you would bring to the Branch Services team.