



**Aspire Living & Learning Seeks
Senior Director of Program Operations in Maryland (MD)**

About Aspire Living & Learning

[Aspire Living & Learning](#) is a non-profit human services agency with a mission to serve neurodiverse children and adults who are discovering their passions, unlocking potential, and thriving. We provide residential programs, day support, special education, and employment services in partnership with families and in collaboration with public and private health, human service, education, and other government agencies. Headquartered in Vermont, our 1,200 team members serve individuals across four Northeast and Mid-Atlantic states.

Aspire's Adult Services in Maryland (MD) are the purview of the Senior Director of Program Operations. Aspire's **Residential Services** options for adults with intellectual/developmental disabilities are varied, depending on the individual's level of independence. These include shared living, group homes, and in-home assistance. Our **Day Options Programs** include supported employment and community engagement activities. Finally, Aspire offers a wide variety of clinical services grounded in Applied Behavior Analysis and best practices for people throughout their lives, from skill development to employment readiness. By offering a range of activities, we allow individuals to make choices, pursue their passions, and experience inclusion and connection.

Opportunity Going Forward

The Senior Director of Program Operations in Maryland will have the opportunity to lead a prominent, long-standing, well-respected set of programs and services that are positively impacting the lives of thousands of neurodiverse individuals across the state. The Senior Director will have overall responsibility for quality assurance, staff management and professional development, and internal communication and collaboration for Aspire's Maryland team and operations. She/He/They will serve as the primary external representative of Aspire's work in the state, including the management of our relationship with the Maryland Developmental Disabilities Administration (DDA). In addition, the Senior Director will lead the exploration and implementation of growth opportunities focused on expanding the quality, depth, and scale of the services Aspire provides in Maryland in alignment with the organization's 2022-2025 strategic plan.

Reporting to the Chief of Adult Service, the Senior Director will serve on the six-person team providing operational leadership across all Aspire Living & Learning. In this capacity, the Senior Director will play an integral role in influencing and informing the strategic direction of the entire organization. He/She/They will also set the tone for, model, and manage effective communication, collaboration, and decision-making between the Maryland team and Aspire's central office departments. This position will be based out of Aspire's Bel Air, Maryland office, with the option to work remotely on a hybrid schedule.

Desired Credentials/Profile of the Ideal Candidate

- Knowledge of and passion for working with and on behalf of neurodiverse individuals and the people who support them.

- A minimum of five years of multi-faceted programmatic leadership experience in a nonprofit of comparable size and knowledge of developmental service delivery; experience in Maryland is *highly preferred*.
- Ability to bring established professional connections with the Maryland Developmental Disabilities Administration (DDA), the Maryland Department of Disabilities (MDOD), and the I/DD community *highly preferred*.
- Track record of success as a performance and relationship-driven manager of individuals and teams.

Skills and Experience

Experienced and Personable Manager of People and Culture

- An emotionally intelligent and culturally competent leader who builds trusting relationships with all team members focused on mutual respect, transparent communication, and strong collaboration.
- A person-centered leader who cares for and connects with the individuals Aspire serves.
- Able to hold self and others to equally consistent high levels of expectations, accountability, and performance.
- Models effective, consistent management and communication practices and coaches other managers in skill and professional development.
- Able to offer both positive and constructive performance feedback to a diverse array of staff members in ways that inspire positive action and increased accountability.
- Able to effectively receive positive and constructive performance feedback and act on it in the pursuit of continuous improvement and growth.
- An approachable, active listener who can learn and consider before taking action, but is equally comfortable making the ultimate decision.

Strategic and Collaborative Internal Team Leader

- Recognizes both the value of and tension points within a multi-state organization aiming to balance local specifications and needs while aligning to an org-wide strategy and vision.
- Solutions-oriented problem solver focused on understanding the root causes of challenges and facilitating conversations and processes to effectively address them.
- Views themselves as a leader within Maryland and the broader Aspire organization, and actively seeks to foster positive, collaborative relationships with team members across the organization.
- Represents the Maryland office in strategic and operational discussions with the central office and other states, offering expertise when helpful, garnering resources when necessary, and ensuring the work in Maryland aligns with and contributes to broader organizational vision and goals.
- Creative and critical thinker adept at identifying opportunities in a rapidly changing climate and positioning Aspire to adapt to the ever-evolving landscape.
- Skilled at evaluating growth opportunities with an eye toward quality and sustainability.

Consummate Administrator and Relationship Builder

- Embraces Aspire's vision for program quality and inspires staff to achieve high-quality service delivery, including an appreciation for the value of data-driven decisions.
- Fiscally sound business leader familiar with budgets and forecasts, especially as it relates to financial performance and new business development.
- Confident external representative and public spokesperson who can create, nurture, and sustain partnerships with key stakeholders, including state agencies and local donors.
- Collaborative leader capable of supporting the Advancement team's efforts to engage with and communicate successes to current and potential funders.

Compensation and Benefits:

This is a full-time, salaried, exempt position with a starting salary range of \$105,000-\$150,000 commensurate with experience and qualifications. Aspire Living & Learning also offers a comprehensive and generous benefits package including medical (80%+ covered by Aspire), dental (75%+ covered by Aspire), life, disability (short-term and long-term), and pet insurances in addition to a 403b (with 2% match), free telehealth services, an EAP, and FSA participation.

Application Process and Additional Information

Candidates must include a resume and a cover letter that describes how their qualifications and experience match the needs and mission of Aspire. Applications will be accepted until the position is filled. Upload required documents to: <https://eostransitions.applicantpool.com/jobs/>.

Aspire Living & Learning believes it must play an active role in creating a community of employees that is diverse, inclusive, and equitable. Our work benefits greatly from the contributions of people of color, people from working-class backgrounds, women, LGBTQ people, and individuals with disabilities. Hence, we strongly encourage applications from people with these identities or who are members of other marginalized communities.

This executive search is being conducted by Eos Transition Partners consultant, Erin Cox. All submissions will be acknowledged and are confidential, and any questions can be submitted to Erin at: ecox@eostransitions.com.