
KEISHA L. HARRIS

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Target Positions

DIRECTOR | ADMINISTRATOR | ADVOCATE

- Serves individuals, groups, and communities with special needs using full care and individualized support services that maximize their independence, empowerment, personal growth and quality of life
- Provides Behavioral health care and support services to clients with various health care needs in the areas of personal care, behavioral support, recreational and employment services
- Maintain and manage all records including medical, financial and social documents electronically for 40+ individuals within the group home setting.

Competencies:

Technology Management
Financial Management
Creativity | Innovation
Partnering
Political Savvy

Human Capital Management
Leveraging Diversity
Conflict Management
Public Service Motivation
Developing Others
Team Building

Customer Service
Accountability
Decisiveness
Negotiating

RELATED WORK EXPERIENCE

Arc Middlesex County Program Director

North Brunswick, NJ
11/2020 – Present

Major Accomplishment: Implemented Overtime Committee and new overtime procedures and forms resulting in overtime decrease by 47% in three months.

- Oversees and coordinates programs and services day-to-day operation to ensure efficiency and effectiveness
 - Recommends policies, procedures, staffing, and funding required to execute agency programs; contributes to short and long-term organizational planning and strategy as a member of the management team.
 - Create reports documenting errors and issues and create quality measures to track improvements
 - Understands, directs, implements and enforces all appropriate policies and procedures, standards, regulations, and laws as described in The Arc Personnel Policies, health and safety standards, DDD Licensing Standards, DDD Supported Employment/Day Services Manual; DDD Division Circulars, state and federal laws involving people with disabilities and labor regulations and state and federal laws
 - Ensure all billing is completed weekly meeting or exceeding benchmarks.
 - Assists with the development of program and agency budgets; assists with the development of service plans for individuals in the Supportive Living Program.
 - Reviews and authorizes hiring, serious corrective actions, termination recommendations and certain types of leave requests; provides supervision, evaluation, training and team-building to Assistant Director-level staff.
 - Assists in the development and expansion of Residential Services. Ensures NJCAT matches the needs of each participant and advocates for any needed changes with DDD.
 - Maintains ongoing communication with Chief Program Officer and other Administrators on relevant program and agency issues
 - Communicates with staff regularly through meetings, memos, email and casual conversation; mentors staff to deliver quality services to participants, staff, and families.
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KEYSTONE COMMUNITY LIVING Program Director

South Plainfield, NJ
01/2014 – 11/2020

Major Accomplishment: Keystone Downsizing Project – Partnered with the management team to complete the Keystone downsizing project that took 65 individuals from the main building POC into 14 different group homes

- Leads all the operational aspects of an ongoing program that includes leadership, staffing, organizing and budgeting of 8+ DDD group homes
- Reviews, updates and implements policies and procedures and personnel manuals to align with NJ DDD standards, NJ Employment Laws and best practices
- 6+ years of providing an upbeat leadership experiences supervising residential programs, assigning the best managers to ensure excellent customer service while providing the direction of the facilities
- Follows HIPPA guidelines to safeguard the confidentiality of all clients' data, health records and personal information and ensures all staff adheres to the same confidentiality rules
- Maintains the confidentiality of all staff's information and records in accordance with federal and state requirements, establishes linkages with staff and meets deadlines for documentation and updates
- Develops team, sets goals and creates and implements policies to keep up with "current best practices"
- Develops innovative ways to recruit, hire and train new staff as the company needs multiplies; nearly 4 times over 2 years
- Coordinates work execution supervises the team, reports on project status, implements schedules, and makes sure the program runs smoothly, is timely and is within budget
- Evaluates programs and seeks ways to enhance the validity of each program; supervises all aspects of programs and assigns managers and ensures all programs are meeting the needs of our individuals
- Implemented new automated payroll database and oversees payroll procedures for workforce submissions
- Successful implementation of new systems and technology including ADP: Workforce Management, Time Simplicity, Payentry, and Therap: Data Collection and Analysis

ARC ESSEX COUNTY

Livingston, NJ

Manager

03/2013 – 01/2014

Major Accomplishment: Leader in the development, licensing and opening of a 4-bed group home under the NJ Olmstead Act and simultaneously maintained license and further developing of the existing 6-bed group home

- Created and maintained 25+ staff workers schedules at 2 group homes – kept low turnover rates, delegated tasks, directed trainings, fostered a team environment and promoted staff development
- Designed financial budgets and kept the financial records integrity for 10 individuals and 2 group homes
- Planned and coordinated diverse community activities and social events for individuals with special needs, scheduled and attended doctor's appointments for general wellness care, and handled health emergencies
- Ensured the overall health and safety of the individual by maintaining organized, accurate and precise medical records and by communicating and advocating for individuals in their homes and in the community

COMMUNITY OPTIONS

Hillsborough, NJ

Community Support Manager

03/2006 – 03/2013

Major Accomplishment: Primary lead in the 6-month transition of 4 clients oversaw the reconstruction and relicensing of the group home after it was destroyed in a natural disaster in October 2012

- Led the transition efforts of the clients and the reconstruction and relicensing of the home for occupancy
- In a natural disaster (Hurricane Sandy), the group home was destroyed, and all clients were displaced; led efforts to ensure all clients were properly placed and services were provided with little interruption
- Successfully recruited and trained over 50 staff and 5 managers and provided ongoing leadership and direction to the team in the areas of performance management, coaching, recognition, and development
- Maintained full licensure for 3+ group homes for a 7 year span of time and at the same time, oversaw the day-to-day work functions of each group home

DEW MINISTRIES

Elizabeth, NJ

Administrator

03/2006-present

- Create and transmit mass emails, managed membership logs, scheduled events and activities, planned conferences and travel arrangements
- Gather feedback and create new and innovative ways to involve and cater to the needs of individuals without compromising the organizations mission and goals

EDUCATION

RUTGERS UNIVERSITY, Piscataway, NJ

COMPUTER EXPERTISE | MICROSOFT OFFICE SUITE

MS Word
PowerPoint

Excel
Outlook

Access
ADP-WorkMg

Primepoint
Assess Teams

CERTIFICATIONS

Red Cross CPR | First Aid Certifications

Certified

Certified Assisted Living Administrator Licence(CALA)

TRAINING

Boggs Center | Intermediate, Support Coordinator Training

NJ State Training: Abuse and Neglect

NJ State Training: Overview of DDD

NJ State Training: Medication Administration

NJ State Training: Training, Positive Behavior Support I and II

NJ State Investigations Training

NJ Certified Assisted Living Administrator License