

Job Description: Executive Director

Position Information:

Job Title: Executive Director		Immediate Supervisor: NIJDS Board of Directors	
Department(s) Position Assigned to: All agency programs — Juvenile Detention Services, Adult Crisis Stabilization Services, Brownstone Youth Services, and Access.			
Main Work Location: 1440 West Dunkerton Rd, Waterloo, Iowa and 1402 Logan Ave, Waterloo, Iowa			
Hours of Work: Monday-Friday, 9 to 5. On call for evenings and weekends.		☒ Full Time	☐ Part Time
Travel Required: Occasional Travel Required within the state.			
Is this position considered a supervisory position? ☐ No ☒ Yes		Pay Grade: 9	
Is this position covered by a collective bargaining agreement, merit system, or contract? ☐ Yes ☒ No, at-will position			
FLSA Status: ☒ Salaried, Exempt ☐ Hourly, non-exempt		Is a safety-sensitive position? ☒ Yes ☐ No	

Basic Summary of Job:

The Executive Director is the chief administrative officer of North Iowa Juvenile Detention Services / North Iowa Regional Services. The position reports directly to the multi-county Board of Directors and provides overall leadership, direction, and administration for the agency's juvenile detention, adult crisis stabilization, youth crisis, Access, transport, and GPS monitoring programs. The Executive Director ensures services are delivered safely, ethically, and effectively, in compliance with licensing standards, the Iowa Administrative Code, contractual and funding requirements, and public-entity laws. This position directs agency operations, personnel, fiscal management, contracts, policy development, facilities, and quality assurance, and holds final administrative authority over staff supervision and accountability. The Executive Director works with the Board on strategic planning, budgets, and program development, and serves as the agency's primary representative to member counties, courts, regulatory agencies, funders, and community partners. The position also provides on-call leadership during emergencies and critical incidents to support the agency's 24/7 operations.

This Job description is not intended to provide a comprehensive listing of activities, duties, or responsibilities required of this position. Duties, responsibilities, and activities may change, or new ones may be assigned at any time, with or without notice.

North Iowa Juvenile Detention Services/North Iowa Regional Services is an Equal Opportunity Employer. Employment decisions are based on qualifications, merit, and business needs. The agency does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other status protected by applicable federal, state, or local law.

Essential Functions

The following duties are considered essential functions of the position and must be performed with or without reasonable accommodation.

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Promote the agency's mission and values, set service and leadership standards for staff, and carry out the strategic priorities and long-term direction established with the Board of Directors.
Oversee daily operations across all agency programs to ensure services are organized, consistent, high-quality, and aligned with agency expectations.
Direct agency business operations in compliance with the laws and standards governing Iowa public entities, including public employment, public purchasing and bidding, open meetings, public records, local budget law, and audit requirements.
Ensure agency-wide compliance with licensing and accreditation standards, including 441 IAC Chapter 105 (juvenile detention and shelter care homes) and Chapter 24 (mental health and crisis response services), as well as contractual and funding requirements, HIPAA, and other federal, state, and local regulations.
Work with the Board of Directors on long-range planning, position approvals, budgets, policy direction, program development, and other organizational needs.
Identify, evaluate, and pursue opportunities for new program development, service expansion, community partnerships, and funding sources that align with agency needs, mission, and strategic priorities.
Supervise, support, and evaluate direct reports, and ensure that all agency staff are supervised and evaluated in accordance with agency policies and performance expectations.
Maintain final administrative oversight of personnel matters, including hiring, discipline, grievances, performance management, employee development, and separations, ensuring consistency, fairness, proper documentation, and compliance with agency policy.
Lead the development, negotiation, review, and execution of contracts and agreements with Managed Care Organizations (MCOs), insurance providers, Iowa HHS, the Behavioral Health Administrative Services Organization (ASO), and other funding or regulatory entities; ensure contract terms support agency operations, reimbursement requirements, compliance obligations, service delivery expectations, and long-term organizational sustainability.
Lead agency-wide policy and procedure development, review recommendations from leadership staff, approve final revisions, and ensure policies are implemented, communicated to staff, and kept current, compliant, and aligned with licensing standards, funding requirements, and organizational priorities.
Oversee the agency's fiscal management, including budget development, budget approval, budget monitoring, expenditure control, purchasing oversight, financial reporting, and resource allocation.
Review and approve agency purchases, expenditures, payroll-related financial processes, and budget items, and monitor billing, reimbursement, and grants to ensure accurate and timely revenue management, in accordance with agency policy, approved budgets, and public purchasing requirements.
Coordinate and maintain relationships with key administrative and operational partners, including benefit administrators, building and liability insurance providers, legal counsel, auditors, contractors, vendors, and other professional service providers.
Review agency-level program data, significant incident trends, restraint or intervention trends, documentation concerns, safety issues, grievances, complaints, and quality assurance findings to identify organizational risk, needed improvements, and agency-wide corrective action.
Maintain high-level responsibility for regulatory and facility compliance, including fire marshal inspections, building safety expectations, emergency preparedness, drills, inspections, insurance requirements, and related corrective actions.
Coordinate and approve major repairs, renovations, purchases, and capital improvements, including RFPs, bids, contract review, and documentation, in accordance with applicable State of Iowa purchasing principles for public entities.
Complete or oversee annual reports and required administrative, regulatory, compliance, fiscal, and program reporting.
Stay current on legal and compliance matters relevant to the agency, including human resources, public employment requirements, licensing standards, policies, funding requirements, and other operational risks.

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Serve as the primary administrative representative for the agency with governing boards, county officials, regulatory agencies, courts, law enforcement, child welfare partners, mental health providers, schools, families or guardians, referral sources, and community stakeholders.

Provide leadership during emergencies, critical incidents, staffing crises, investigations, regulatory reviews, and media-sensitive or legal matters, and respond directly to crises, including de-escalation and approved physical holds when required.

Provide on-call leadership and report to the facility as needed to support the agency's 24/7 operations.

Perform other executive leadership, administrative, fiscal, compliance, and organizational duties as assigned by the Board of Directors.

Required Qualifications

Candidates must meet one of the following education and experience pathways:

Master's degree in social work, psychology, counseling, behavioral science, public administration, criminal justice, human services, or a closely related field, plus at least two years of supervised full-time professional experience in juvenile detention, juvenile shelter care, foster group care, crisis services, behavioral health, mental health, residential services, or a closely related human services setting; **or**

Bachelor's degree in social work, psychology, or a related behavioral science field, plus at least four years of supervised full-time experience in juvenile detention, juvenile shelter care, foster group care, crisis services, behavioral health, mental health, residential services, or a closely related human services setting; **or**

Associate degree in social work, psychology, or a related behavioral science field, plus at least six years of supervised full-time experience in juvenile detention, juvenile shelter care, foster group care, crisis services, behavioral health, mental health, residential services, or a closely related human services setting; **or**

High school diploma or equivalent, plus at least eight years of supervised full-time experience in juvenile detention, juvenile shelter care, foster group care, crisis services, behavioral health, mental health, residential services, or a closely related human services setting.

All candidates must have at least 5 years of supervisory experience with program administrative oversight, including responsibility for staff evaluation, performance accountability, and program coordination.

Residency Requirement: The Executive Director must reside within 45 miles of the main office at 1440 W Dunkerton Rd in Waterloo, Iowa, to support timely response to emergencies and critical incidents.

The employee must meet the qualification requirements of 441 IAC 105.21(1) and be qualified to authorize mechanical restraints with specific work experience in a juvenile shelter care, detention, or foster group care facility.

Must be able and willing to be on call, respond within established timeframes, and report to the facility as required to support 24/7 crisis operations and regulations.

Must have a valid driver's license and be eligible for coverage under North Iowa Juvenile Detention Services insurance.

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Must pass a criminal history record check and a Child/Adult Abuse record check as defined in the State of Iowa licensing standards. (IAC 441 Chapter 105 and 24 and IAC 448 Chapter 71)

Ability to lift, push, pull, and carry 50 pounds.

Must successfully complete a post-offer physical examination and a tuberculosis test. Must pass a recurring physical examination as outlined in the State of Iowa licensing standards (IAC 441 Chapter 105 and 24). Ongoing tuberculosis screening will be conducted in accordance with agency policy.

Current State of Iowa-approved mandatory reporter certification for child abuse and dependent adult abuse, or the ability to obtain certification prior to the start date of employment.

Must have a current medication manager certificate or pass an approved medication manager course within six months of hire.

% of time	Description of Work
20%	Executive leadership, staff supervision, and personnel oversight
20%	Program operations, service delivery, and quality assurance across all programs
15%	Fiscal management, including budgeting, purchasing, billing, reimbursement, and financial reporting
15%	Regulatory compliance, licensing, audits, and required reporting
10%	Policy and procedure development and approval
10%	Board relations, strategic planning, and program development
5%	Contract management and representation to member counties, justice system partners, funders, and community organizations, and referral sources
5%	Facilities, safety, emergency preparedness, transportation, and capital projects

Work Environment

Work is performed in a juvenile detention, crisis services, administrative office, and residential program environment. The position requires regular interaction with youth, adults, staff, supervisors, administrators, service providers, regulatory agencies, and community partners. The work environment may include exposure to emotionally charged situations, behavioral escalations, crisis events, verbal aggression, and individuals experiencing mental health or behavioral health needs. The position may require responding to emergencies, de-escalating individuals, and using approved physical intervention techniques when required.

The employee may work in secure or controlled-access areas and must follow agency safety, security, confidentiality, and emergency procedures. Work includes both office-based administrative duties and movement throughout program areas, living units, common areas, vehicles, and facility grounds. The position may involve interruptions, competing priorities, time-sensitive documentation, regulatory deadlines, and the need to respond quickly to operational concerns. The employee may be required to attend meetings, participate in inspections or audits, monitor facility conditions, and assist with transportation-related oversight. This position requires the ability to maintain professionalism, sound judgment, and confidentiality in a structured, highly regulated service environment.

Abilities needed to physically perform the job:

- Coordination of movement of the arms, legs, and torso.
- Ability to lift, push, pull, or carry objects of 50 pounds.
- Use short bursts of muscle force.



North Iowa
REGIONAL SERVICES
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- React and respond quickly to triggers or safety concerns.
- Bend down or crouch to the floor to unlock items.
- Unlock and relock secure areas and handcuffs using keys.
- Follow or pursue a resident in the event of elopement or escape from custody.

Approval:

Approved by NIJDS Board Chair:

Date

Date Job Description Effective:

Employee and Supervisor Signature:

I have reviewed the job description and have had the opportunity to discuss any questions with my supervisor.

Employee Signature and Date:

Supervisor Signature and Date:

A signed copy is provided to the employee for their records, and the original is placed in the employee's file.