



# DIRECTOR OF RESIDENTIAL SERVICES

## POSITION SPECIFICATION

# POSITION OVERVIEW

The Director will ensure that all residential programs comply with applicable state and federal regulations, maintain fiscal responsibility, and reflect the highest standards of ethical and person-centered practices. This is a **unique opportunity** to build a transformative continuum of care from the ground up by collaborating closely with families, staff, community partners, and other stakeholders.

The **Director of Residential Services** is a senior leadership role charged with spearheading the strategic growth, operational excellence, and innovation of VIA's residential and sponsored residential programs serving adults with autism and related neurodevelopmental disabilities. This visionary leader will **direct the expansion of existing sponsored residential homes** and **develop a diverse array of residential solutions**—including supported living arrangements, group homes, and potentially a purpose-built residential community—that prioritize autonomy, inclusion, person-centered care, and quality of life.

## KEY RESPONSIBILITIES

### *Program Expansion and Oversight*

- Lead the management and continuous improvement of VIA's current sponsored residential services, ensuring exceptional care, quality, regulatory compliance, and adherence to fiscal and operational goals.
- Strategically expand residential offerings to increase capacity and diversify living options, fostering inclusive, community-integrated environments.

### *New Residential Program Development*

- Conceptualize, design, and implement innovative residential service models—including supported living and group homes—guided by best practices and individualized support needs.
- Develop and maintain comprehensive policies, compliance procedures, staffing models, and budgets aligned with program objectives and regulatory requirements.

### *Vision and Strategic Planning*

- Articulate and drive a long-term vision for residential services that anticipates and responds to evolving community needs and advances in neurodevelopmental care.
- Engage and collaborate with families, staff, board members, and external partners to define and align strategic priorities.

### *Project Leadership*

- Oversee all phases of residential program development, including planning, licensing, facility design, and implementation.
- Ensure projects meet timelines, budgets, quality standards, and all applicable licensing and regulatory frameworks.

### *Community Engagement and Advocacy*

- Build and sustain strong partnerships with government agencies, providers, advocacy organizations, and community stakeholders to enhance service capacity and visibility.
- Collaborate with VIA's advancement team to identify and secure funding streams, grants, and partnerships that support program growth and sustainability.
- Represent VIA at public forums, industry events, and advocacy efforts to promote inclusive housing and support services for individuals with disabilities.

## **QUALIFICATIONS**

- Bachelor's degree in Human Services, Social Work, Psychology, or a related field required; Master's degree preferred.
- Minimum of 7 years of progressive supervisory experience within developmental disability or autism services, including at least 5 years in residential service delivery.
- Prior management experience with sponsored residential services in Virginia is strongly preferred.
- In-depth knowledge of Medicaid Waiver services, Virginia licensing standards, and regulatory compliance.
- Proven track record in launching or expanding residential programs, demonstrating strong project management, operational execution, and problem-solving skills.

## **COMPETENCIES AND CHARACTERISTICS**

- Exceptional leadership capabilities, with strong interpersonal and communication skills that foster collaboration, influence, and relationship-building across multiple sectors.
- Deep commitment to evidence-based, person-centered practices and fostering inclusive, empowering environments for individuals with neurodevelopmental disabilities.
- Expertise in financial stewardship, budgeting, and resource management within a regulatory and nonprofit context.
- Strategic thinker with experience leading change initiatives, innovation, and organizational growth.
- Skilled in crisis management, staff development, and promoting workplace culture that values diversity, equity, and inclusion.

# ABOUT VIA

*Bridging science and service to build a brighter future.*

VIA Centers for Neurodevelopment (formerly Virginia Institute of Autism) is a 501(c)(3) nonprofit organization headquartered in Charlottesville, Virginia. Founded in 1996 by parents of children with autism, VIA uses its decades of combined expertise to translate science into service with approaches that are tailored to each individual and their family.

VIA currently serves individuals, families, and communities across central and southwest Virginia at our centers in Charlottesville, Roanoke, Lynchburg, and Lexington.

## OUR MISSION

VIA's mission is to empower people to embrace the strengths and meet the challenges related to autism and neurodevelopmental disabilities by providing compassionate, evidence-based services throughout their lives.

## OUR VISION

We envision a world in which individuals, families, and communities support, embrace, and celebrate the differences related to autism and neurodevelopmental disabilities so that all lead more fulfilling lives.

## OUR APPROACH

VIA employs state-of-the-art, evidence-based approaches, built around the principles of Applied Behavior Analysis tailored for each individual and their family. Through our collaborative partnerships with premier colleges, universities, and institutes of higher education, we develop innovative services that result in meaningful and profound changes in the lives of the people we serve.

With our Day School Services, Adult Services, and Behavioral Health Services, VIA addresses the unique learning challenges of the individuals we serve throughout their lifespan.

## RECOGNITION

The Commission on Accreditation of Rehabilitation Facilities (CARF), calls VIA's programs "a gold standard for the field." VIA has consistently earned 3-year CARF accreditation across programs and 5-year Virginia Association of Independent Specialized Education Facilities (VAISEF) accreditation.



# OUR ADULT PROGRAMS

*Where every individual can live, work, and play to their fullest potential.*

## CLUB & HUB

VIA's Club & Hub helps adults develop friendships, enhance well-being, engage in civic activities, and express creative abilities. All members partake in a combination of Club & Hub programs and outings based on their interests, likes, and abilities. "Club" members join in group activities at VIA programs while "Hub" members participate in community outings. The Club & Hub program is licensed to provide Adult Day Support and Community Engagement services by the Virginia Department of Behavioral Health and Developmental Services (DBHDS). This program is typically funded through Medicaid Waivers.

## ACHIEVE EMPLOYMENT

VIA's Achieve Employment service supports adults in preparing for and securing competitive, integrated employment. Through vocational assessments, work readiness training, and individualized job coaching, the VIA team helps participants build the skills needed for success across a range of employment settings. Services are typically funded by the Virginia Department for Aging and Rehabilitative Services (DARS).

## VIABLE VENTURES

The VIAble Ventures program offers vocational training and meaningful work experiences for individuals who are not yet ready for community-based employment or who prefer to work in a supportive, small business setting. Participants develop job skills by helping to create handcrafted candles, screen-printed handbags and coffee mugs, and bath salts—products that are sold online and at local stores and farmers markets. All participants are paid at least minimum wage for their work, providing them with the dignity of earning a paycheck while gaining valuable experience and a sense of purpose.

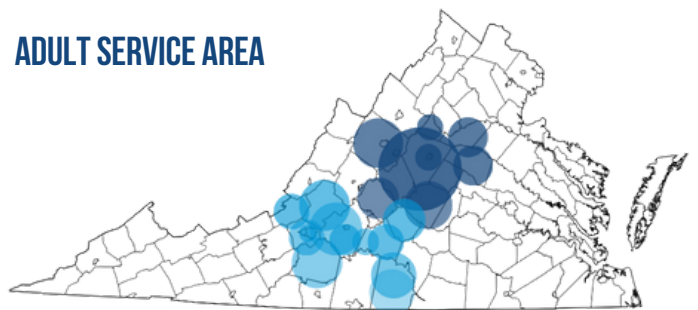
## BEHAVIORAL CONSULTATION

The Behavioral Consultation program provides licensed Behavior Analysts to support individuals and their caregivers in home, work, or community settings. Through personalized strategies, individuals build meaningful skills to meet their unique behavioral goals, while caregivers receive hands-on training and ongoing support to reinforce progress. This service is funded through the Medicaid Waiver as Therapeutic Consultation and is licensed and overseen by the DBHDS.



## SPONSORED RESIDENTIAL

In 2023, VIA became a licensed Sponsored Residential provider through the DBHDS in response to the needs of a high-support individual graduating from VIA's day school. Leveraging its deep experience with Medicaid and DBHDS regulations, as well as its existing licenses for adult waiver services, VIA is well positioned to deliver high-quality residential care. VIA currently manages all Medicaid billing, pays sponsors a daily stipend from Medicaid reimbursement, and ensures compliance with all state documentation requirements. VIA is actively seeking a leader to help expand this vital service beyond the one individual currently served.



# THE FUTURE AT VIA

## *Answering the Call: Residential Services*



VIA recently completed a multimillion dollar comprehensive campaign resulting in new and renovated facilities across all four of its locations. This campaign nearly doubled the capacity of VIA's school programs, expanded adolescent and adult services, and bolstered all programs throughout Virginia. VIA is now ready to launch the exciting possibility of adult residential services.

"This campaign bolstered our current programs and provided spacious new facilities customized for our students and adults," said Alison Webb, VIA co-founder and parent. It positions VIA to meet the challenges that lie ahead as we develop long-term residential services."

## THE CASE EXAMPLE

When David and Donna Cattell-Gordon joined forces with Bernie and Alison Webb in 1996 to co-found the Virginia Institute of Autism, their young children were among the school's first students. As they grew up, VIA grew along with them and has since served thousands of children and adults with neurodevelopmental disorders.

Daniel Cattell-Gordon came to VIA as a 2-year-old. Now in his early 30s, Daniel is a 7-foot-tall "huggable, gentle giant," as described by his father, David.

"VIA has been a school for Daniel, there's been work for Daniel here, there have been meaningful relationships for Daniel, and there is community for Daniel — who could have ever imagined the bridges that have been built?" asked David.



"But what remains is making a home for Daniel, one which endures after I am gone."

VIA has a long history of rising to meet the needs of its families. Creating a lifetime home where adults like Daniel can live within a caring and supportive community that meets the specialized requirements of its residents is our next great challenge.



# MEET YOUR SUPPORT TEAM



**DR. ETHAN LONG, PH.D, BCBA-D**

The Director of Residential Services at VIA will report directly to Ethan Long, who has led VIA as President & CEO for over 15 years. Ethan brings a steady, mission-driven presence and is known for his collaborative, honest, and down-to-earth leadership style. He works closely with his senior team, offering guidance while empowering others to build and execute bold, thoughtful strategies. Ethan's deep relationships with VIA's Board, families, and community stakeholders—and his commitment to quality and advocacy—offer an incredible foundation for advancing VIA's residential services. His leadership style makes it easy to bring your best ideas forward—and to share a few laughs along the way.

Lauren Haskins brings over a decade of dedicated leadership to her role as Director of Adult Services at VIA. She plays a key role in building and overseeing a broad range of adult day programming across VIA's locations. Known for her operational knowledge and unwavering commitment to person-centered care, Lauren is a valuable peer and thought partner for fellow leaders at VIA. The incoming Director of Residential Services will find in Lauren an experienced collaborator who understands the nuances of adult service delivery and shares a passion for innovation and quality.



**LAUREN HASKINS, M.ED, BCBA, LBA**



**LAUREN SHAW, MS, BCBA, LBA**

Lauren Shaw brings a strong community presence to her role as Regional Director of Adult Services at VIA. Based in Roanoke, Lauren oversees VIA's day services in both the Roanoke and Lynchburg locations and is widely known and well-connected within the region's disability services and behavioral health communities. Lauren brings a practical, compassionate approach to service delivery. Prior to her current role, she served as VIA's Director of Compliance, supporting quality and consistency across adult services. The incoming Director of Residential Services will find in Lauren a thoughtful, experienced colleague who values collaboration and shares a commitment to increasing independence and quality of life for adults with autism.

Ashley Stonemetz-Walding serves as the Director of Quality Assurance at VIA bringing nearly two decades of experience in clinical and operational leadership. With a deep understanding of DBHDS regulations and CARF standards, Ashley will be a key resource and partner to the incoming Director of Residential Services. She leads the organization's DBHDS audits and annual accreditation reviews and will provide hands-on support to ensure the residential program meets and exceeds compliance benchmarks. Ashley also oversees crisis intervention data and coordinates risk management efforts for adult services, helping identify trends and implement proactive solutions to ensure client safety and program integrity. Ashley's strong regulatory knowledge, commitment to high standards, and collaborative spirit will be an invaluable asset to the Director of Residential Services.



**ASHLEY STONEMETZ-WALDING,  
MS, BCBA, LBA**



# LIVING AND LEADING IN CENTRAL VIRGINIA

Central Virginia offers a rare blend of professional opportunity, cultural richness, and exceptional quality of life—making it an ideal place to both live and lead. Nestled between the Blue Ridge Mountains and the vibrant cities of Richmond and Washington, D.C., this region combines natural beauty, historic charm, and a growing innovation ecosystem focused on healthcare, education, and human services.



Charlottesville, home to the University of Virginia, consistently ranks among the best places to live in America. It offers a sophisticated yet welcoming environment with top-rated schools, nationally acclaimed restaurants, a thriving arts scene, and quick access to world-class hiking, wineries, and cultural events. VIA's roots are deep here, and the city provides a strong network of advocates, professionals, and community partners committed to individuals with autism and neurodevelopmental disabilities.

Just a short drive away, Roanoke, Lynchburg, and Lexington each bring their own unique appeal. Roanoke is a regional hub with a strong healthcare and outdoor recreation presence. Lynchburg combines a historic downtown with a youthful energy fueled by local universities. Lexington offers a peaceful, scenic lifestyle centered around community and tradition. Together, these communities are part of a cohesive region that is investing in innovation, inclusive services, and high-quality living.



Central Virginia is also known for its affordability, safety, and access to exceptional healthcare and education systems—making it an attractive destination for families and professionals alike. Whether you're drawn to the energy of a university town, the tranquility of mountain living, or the connectedness of a close-knit community, you'll find a home here.

As the Director of Residential Services at the VIA Centers for Neurodevelopment, you'll be at the forefront of transforming lives in a region that values collaboration, compassion, and excellence. This is more than a career move—it's an invitation to join a mission-driven community and to live with purpose in one of the most inspiring areas of the country.

# TO APPLY



## DIRECTOR OF RESIDENTIAL SERVICES



Visit [viacenters.org/careers](https://viacenters.org/careers) to apply.

*VIA Centers for Neurodevelopment is an equal opportunity employer and values diversity at all levels of the organization.*