



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## **Open positions as of *October 2, 2017:***

- **FT SERVICE COORDINATOR (Case Mgr/Social Wrkr) –Lakeport, CA**

This position advocates and coordinates services for Children over age 3 with dev. & intellectual disabilities or Autism.

**Open until filled.**

- **FT UNIT ASSISTANT (Clerical support, Secretary)– Eureka, CA**

This position provides highly technical support and clerical assistance for the case managers Adult unit. Requires 4 years of office experience & typing/keyboarding certificate for 55wpm **REQUIRED** along with good communication skills and computer software expertise. **Closes October 13, 2017.**

**\*\*\*To apply for a position:** please download and complete an Application (return to “Career Opportunities” page of our website by using back button on your browser) and forward with a current resume and letter of interest to:

[HR@redwoodcoastrc.org](mailto:HR@redwoodcoastrc.org) OR

FAX to (707) 462-4280 (confidential) OR

Mail to: Human Resources; 1116 Airport Park Blvd., Ukiah, CA 95482

**\*\*Incomplete packets will not be considered for an interview.**

A background check will completed prior to hire

Please see the Job Announcements and complete Job Descriptions below:

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**POSITION ANNOUNCEMENT**  
(This is not a full job description)

## **SERVICE COORDINATOR (Case manager)**

Redwood Coast Regional Center is currently recruiting for Service Coordinators with a Bachelor's degree in human services, or related field, with two years relevant experience **or** Master's degree in human services, or related field, with one year relevant experience **or** a an RN licensure with three years relevant experience preferably working with persons with developmental disabilities.

Under direction, Service Coordinators provide advocacy for consumers and their families; must be able to assess, plan, implement, and coordinate multi-disciplinary services and may be involved in community education. Knowledge of the system of delivery services to persons with developmental disabilities and understanding of regional center case management policies and procedures preferred. Good communications skills both verbally and written and an ability to counsel and advocate for persons with developmental disabilities and their families along with a basic knowledge of positive behavior supports as well as the ability to show sensitivity relating to other cultures is required.

This position requires a valid CA driver's license, reliable transportation, and minimum vehicle insurance as prescribed by law or the ability to provide for independent transportation. Computer expertise using Microsoft software programs is required. A background check will be required prior to employment.

Salary range: Starting \$3164/ month w/exc benefits (8 step salary range)

Location: 1 FT Lakeport, CA Children's Unit

Please send resume,  
letter of interest and completed Application to:  
Redwood Coast Regional Center  
Human Resources  
1116 Airport Park Blvd.  
Ukiah, CA 95482 or  
FAX (707) 462-4280 / e-mail: [HR@redwoodcoastrc.org](mailto:HR@redwoodcoastrc.org)

Please go to our website as [www.redwoodcoastrc.org](http://www.redwoodcoastrc.org) and download the Application. Return entire packet to Human Resources. Incomplete packets will not be considered for an interview.

EOE



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**Position Title:** Service Coordinator

**Supervised by:** Client Services Manager

**Department:** Client Services

**General Scope of Responsibilities:** Under supervision, the Service Coordinator is responsible for identifying needs, developing plans, coordinating services, monitoring services, and providing advocacy for a caseload of persons with developmental disabilities, consistent with the Lanterman Act, applicable statutes and regulations, and the agency Vision.

**Specific Types of Job Duties:**

- 1) Develop and ensure implementation of person-centered Individual Program Plans (IPPs) for all Clients assigned to the caseload, consistent with current agency philosophy, processes, and documentation standards.
- 2) Periodically monitor the status of implementation of the IPPs for all Clients assigned to the caseload, completing required case documentation consistent with current agency and/or state standards, e.g. Periodic Progress Reports, Client Development Evaluation Reports, case notation, etc.
- 3) Provide support and guidance to Clients, family members, and/or guardians or conservators regarding developmental disabilities, services and supports that may assist the Client and/or family to achieve their desired goals and objectives.
- 4) Assist Clients and/or their families to access publicly available resources (e.g. Medical, schools, California Children Services, Mental Health, transit, etc.) and to identify naturally available resources in their lives and communities that may assist them to live a full and inclusive lifestyle.
- 5) Collaborate with and/or consult with agency or external multi-disciplinary resources to assist Clients in identifying their needs and in determining plans to meet their needs.
- 6) When necessary, make referrals to agency vendors/service providers to meet Client IPP objectives, follow current agency standards for requesting and authorizing Purchase of Service funds.
- 7) Perform assigned monitoring responsibilities to licensed residential facilities and/or other vendored services used by Clients on the assigned caseload, consistent with current agency standards for the facility or service.
- 8) Provide advocacy directly or indirectly, as appropriate, to ensure that the rights of Clients on the caseload are fully protected, including the civil, legal, and administrative



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rights granted to all citizens as well as those specific to persons with developmental disabilities.

- 9) Provide information to Clients, their families or legal guardians/conservators as to the resources available to them, the possible impacts of their disabilities on their lives, etc. Also, provide information and education to persons in the community (e.g. public agency personnel) about persons with developmental disabilities as to their abilities, rights, legal protections, and other related matters.
- 10) Identify and assist Clients in making best use of cost-effective or no-cost means of meeting their needs in meaningful ways.
- 11) Participate in agency and external trainings as appropriate and available to increase professional knowledge and to remain up to date on standards of best practice in the social services and developmental disabilities fields.
- 12) Cooperate as needed with public agencies (e.g. schools, Rehabilitation, Medical, CCS, Mental Health, etc.) to provide necessary information and assistance to ensure coordination of services to the benefit of the Client and/or family.
- 13) Maintain confidentiality of all records and information that the Service Coordinator becomes aware of in the course of serving persons with developmental disabilities, disclosing information only consistent with the requirements of the Lanterman.
- 14) Participate in such agency work groups, committees, or individual assignments as needed to enhance skills and abilities or to improve the functioning of the agency to better serve Clients.
- 15) Assist agency On-Call Team Members when contacted after regular business hours regarding emergencies involving Clients on assigned caseload.
- 16) Other duties as assigned.

## **Minimum Employment Standards:**

Educational and Experiential Requirements: Applicants must have either:

- 1) A bachelor's degree from any accredited college or university in one of the above fields, and two years of paid relevant experience; or
- 2) A master's degree from any accredited college or university in social welfare, Psychology, public health, special education, or other related field and one year of paid relevant experience; or



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- 3) A current license as a registered nurse and three years of paid relevant experience.

## Other Requirements:

- 1) Computer literacy with Microsoft/Windows environment.
- 2) Reliable form of transportation, possession of a valid driver's license and minimum vehicle insurance as prescribed by law, or the ability for independent transportation.

## Knowledge and Abilities:

Knowledge of family structure and dynamics; knowledge of child and/or human development, human psychology, pathology, health, and physiology; knowledge of the system of human or social services field and principles, standards, and ethics; ability to understand and implement agency Client services policies and procedures; ability to communicate verbally to a wide range of people in terms of their education, intellect, and cultural backgrounds; ability to listen to people and to be empathetic; ability to write clearly in case files and other written documentation, including use of proper grammar, punctuation, spelling, and appropriate professional language; ability to work autonomously under general supervision; ability to learn and comprehend technical terminology of the field; ability to multi-task and keep workload organized and up to date; ability to work as a member of a team; basic knowledge of positive behavioral supports and/or related fundamentals of the field.

## Other Requirements:

This position requires extensive sitting in office settings, for meetings and travel. Frequent walking, standing, and occasional lifting of up to 30 lbs. with occasional bending, stooping, reaching and stretching to complete work duties is required. Adequate manual dexterity and coordination for operation of an automobile, computer and other standard office equipment is required for this position. Hearing and vision corrected to normal range. Any of the above with reasonable accommodation.

This position requires the ability to work under pressure of deadlines and a fast-paced environment and to cope with complex and often stressful situations.

## Supervision:

This position is supervised by the Client Services Manager for the specific age group or office of assignment.

See Attached List of Core Competencies



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## SERVICE COORDINATOR

### Core Competencies and Responsibilities

#### 1. Knowledge of Developmental Disabilities and Service Coordinator Responsibilities

- Interacts professionally with clients, families, allied agencies, and service providers.
- Demonstrates a strong understanding of developmental disabilities and the social, emotional, physical, and psychological impact of such on the individual and his/her family throughout the lifespan.
- Employs person centered thinking principles including, but not limited to, focusing on the individual's strengths and capacities, shared responsibilities, and supporting the individual in making decisions based on their individual needs, preferred life style, culture, hopes and dreams.
- Demonstrates a basic understanding of family systems, human dynamics, and the stages of grief and the ability to empathize while maintaining professional boundaries.
- Depending on one's caseload responsibilities, they demonstrate the ability to create quality person centered Individualized Family Service Plans (IFSPs), Individual Program Plans (IPPs) and/or Self Determination Program (SD) Plans, particularly as they address the needs of individuals on the Home and Community Based Waiver Services (HCBS) program.
- Demonstrates a good working knowledge of local resources and supports relative to one's area of caseload responsibility, including cost effective natural, generic, and regional center funded services and supports.
- Demonstrates a clear understanding of the rights and responsibilities of the public school system (including IEPs) and the child welfare system when working with children and transition age youth.
- Demonstrates a clear understanding of the governing laws, regulations, and Agency's policies and procedure as it relates to one's position responsibilities, along with the ability to meet the timelines and expectations of service plan development, including addendums, and all associated documentation including but not limited to:
  - ✓ SANDIS client master file (CMF) updates within 30 days of notification or awareness of a change occurring, including change of address, residence type, day program, county, financial, guardian status, et cetera.



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- ✓ T19 case notes that are completed timely (w/n 30 days of contact), clear, succinct, and objective in content.
  - ✓ Review and completion of CDERs and/or ESRs according to Agency timelines.
  - ✓ Review and recording of SIRS within 2 working days of knowledge of reportable incident and appropriately monitors and conducts follow up activities.
  - ✓ Review of client and/or family services and supports according to the monitoring level guidelines and expectations.
  - ✓ Understanding of Med-waiver program and the ability to meet documentation requirement.
  - ✓ Purchase of service authorizations, along with their review for effectiveness in meeting the IFSP or IPP outcomes.
- When working with adolescents and/or adults, demonstrates a basic understanding of forensic and legal issues and the regional center's role as it relates to such, including diversion plans, conservatorships, and the legal process for felonies and misdemeanors.
  - Clear understanding of Facility Liaison responsibilities and ability to fulfill them timely.

## 2. Teamwork

- Promotes and demonstrates RCRC's Mission and Vision.
- Represents the Redwood Coast Regional Center in a professional and positive manner.
- Ability to function autonomously when needed within parameters of job and utilize prudent, professional judgment and seek assistance when needed by consulting with supervisor or other management and/or clinical department staff.
- Maintains working relationship with one's supervisor through regular consultation sessions and by keeping him/her apprised of any client and/or family situation for which there is elevated concern.
- Promotes cooperation with other work units, Agency departments, and allied agencies.
- Demonstrates the ability to initiate, and engage in, effective working relationships with members of other agencies and departments in order to promote successful outcomes for the clients served by Redwood Coast Regional Center.



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## 3. Adaptability/Dependability

- Ability to maintain professional boundaries and demeanor even under pressure and during difficult situations.
- Demonstrates openness to new organizational structures, procedures, and technology.
- Independently prioritizes work responsibilities to meet client and Agency needs, along with expected outcomes and deadlines.
- Takes personal responsibility for one's own job performance and demonstrates a commitment to professional growth and development through ongoing participation in training and literature review.

## 4. Communication Skills

- Communicates clearly and accurately both verbally and in writing.
- Demonstrates good knowledge of alternative, age appropriate and person centered communication strategies when interacting with individuals with developmental disabilities, whether communication in person, on the phone, or via written communication.
- Ability to effectively communicate with a variety of people (e.g., families, clients, community professionals) in a jargon free and culturally sensitive manner.
- Exhibits active listening skills when receiving input on other's ideas and/or concerns.
- Clearly communicates information to team members, providers and others in regard to actions necessary to provide best service to clients and meet Agency, state and federal mandates and/or policies/procedures.
- Provides timely updates and the sharing of information and decisions to client's team members in a manner that empowers the team members with knowledge, positive outcomes, and clarity on any required actions by the team member(s).

## 5. Judgment

- Demonstrates the ability to make sound decisions and develop action plans that are consistent with best practice for clients, person centered principles, and the Agency's mission and vision.
- Engages in difficult situations in a calm and positive outcome-focused manner.





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- Demonstrates professional ethics in all aspects of work including, but not limited to, confidentiality, honesty, respectful demeanor, and accountability for one's actions.
- Demonstrates the ability to identify when additional information is needed to clarify a situation or to make a decision and seeks to obtain clarity from the appropriate person or entity.

## 6. Proactive

- Anticipates possible problems and develops contingency plans in advance.
- Identifying what needs to be done and takes action before being asked or before the situation requires it.
- Quickly identifies the central or underlying issues in a complex situation.
- Approaches challenging tasks with a "can-do" attitude.

## 7. Computer/Technical Skills

- Responds to phone calls and emails in a professional and timely manner, generally within 48 hours.
- Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner, et cetera.
- Demonstrates a solid working knowledge of the computer programs and information systems required for the completion of one's work responsibilities including, but not limited to SANDIS ADP, Microsoft Outlook, and Microsoft Word.



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*POSITION ANNOUNCEMENT*  
(This is not a full job description)

**UNIT ASSISTANT**  
(Clerical & Secretarial Support)

Redwood Coast Regional Center is currently recruiting for a Unit Assistant with a high school diploma or equivalent; 4 years experience in office work preferably in a human services, or related field. An AA degree in general business or human services, or related field, may be substituted for one year of office experience. This position requires the ability to type 55 wpm evidenced by a typing certificate; knowledge of various office machinery including personal computers; copier, fax machine and calculator. Knowledge of the English language including excellent spelling and grammar. Also required is a thorough knowledge of Microsoft Windows environment and not required, but preferred is knowledge of SANDIS or other database programs.

Under direction, Unit Assistants are responsible for complex and specialized tasks. This position requires the ability to work with minimal supervision; to exercise independent judgement and initiative; good teaming skills; good communications skills both verbally and written; excellent organizational skills; flexibility; thorough understanding of the concept of confidentiality and skill in relating to the general public and staff in a tactful, concise, diplomatic manner.

This position requires a valid CA driver's license, reliable transportation, minimum vehicle insurance as prescribed by law or the ability to provide for independent transportation. Computer literacy is also required. A background check will be required prior to employment.

Salary range: Starting \$2109/month (8 step range) with excellent benefits

Location: 1 Full Time: Eureka, CA

Please visit our website: [www.redwoodcoastrc.org](http://www.redwoodcoastrc.org) Click *ABOUT US* tab; *Career Opportunities* in the dropdown box. Please download the application and forward the completed application and a current resume, letter of interest and a **typing certificate for 55wpm**. Incomplete packets will not be considered for an interview.

EOE



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## Client Services-Unit Assistant

- I. **Job Summary:** Under minimal supervision, the Unit Assistant performs highly skilled administrative, supportive functions and secretarial duties for staff, and is an active member of the unit or units; performs job functions with a high degree of independence and initiative.
  
- II. **Functions and Responsibilities:** Responsible for complex and specialized tasks such as the maintenance of computer related information, composing and maintaining reports and surveys and composing correspondence from both verbal and written direction; researches, gathers, analyzes and reports statistical information; provides assistance in the absence of other unit members; completes forms and applications; establishes tracking systems and filing systems; completes tasks related to state and federal requirements; requests and tracks client data base information; obtains signatures on forms as needed; sends informational packets; coordinates and schedules meetings both on-site and off-site; responsible for responding to requests for information relating to agency's services, policies and procedures; and other duties as assigned.
  
- III. **Minimum Employment Standards:**
  - A. *Education:* Graduation from high school or G.E.D.
  
  - B. *Experience:* Four years experience in office work, preferably in a Social, Medical, or Human Services environment, with a demonstrated increase in responsibilities is required or an AA degree in general business or Human Services related field may be substituted for one year of office experience. A BA degree in general business or Human Services related field may be substituted for two years of office experience.
  
  - C. *Knowledge, Skills and Abilities:*

The ability to work with minimal supervision and to exercise independent judgement and initiative; ability to work as a member of a team; ability to receive and communicate information clearly by phone and in person; skill in prioritizing and organizing work to meet multiple demands and deadlines, skill in remaining flexible to changing schedules, skill in maintaining the confidentiality of Clients and organizational data; skill in relating to the general public and staff members in a tactful, concise and diplomatic manner; the ability to type 55 wpm as shown by a typing certificate; knowledge of operating a variety of office machines, including personal computers, copies, fax machines and calculators; knowledge of the English language including excellent spelling, grammar and punctuation; knowledge and extensive experience working in a Microsoft/Windows environment including Word, Excel, Access; knowledge of SANDIS.



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D. *Other Requirements:*

Local and regional travel, including overnight trips, will be required. This position requires reliable transportation, possession of a valid California drivers' license, minimum vehicle insurance as prescribed by law or the ability for independent transportation.

This position is a non-exempt full time position. This position requires extensive sitting in office settings, for meetings and for travel. Additional physical requirements are: frequent walking, standing and occasional lifting up to 40 pounds with occasional bending, stooping, reaching and stretching to complete work duties. Adequate manual dexterity and coordination for operation of an automobile, computer and other standard office equipment. Hearing and vision corrected to within normal limits. Any of the above with reasonable accommodation.

E. *Supervision:* This position is supervised by a Client Services Manager.

*See attached listing of essential functions for the specific departments*



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## UNIT ASSISTANT Client Services Job Duties

- Preparing and distributing a variety of correspondence, reports and forms.
- Input data into SANDIS database.
- Assists with scheduling meetings and appointments.
- Maintains files and records.
- Track and log information.
- Complete complex filing for all staff members.
- Prepare letters to request Medical Records for Service Coordinators
- Coordinates meetings.
- Prepare and distribute meeting minutes.
- Assemble detailed information packets as requested.
- Detailed and complex copy projects.
- Extensive database entry and information retrieval.
- Create flyers, forms, mailing labels and packets.
- Manage bus ticket distribution.
- Assure Master Calendar is current.
- Proof-reading documents for accuracy.
- Maintain and manage file storage area.
- Maintain master file of agency forms and documents. Update when necessary.
- Organize all specialty clinics including coordinating dates, scheduling clients, preparing documents, preparing room, reminder calls to clients and families. Relaying information to Service Coordinators.
- Assist clients to complete necessary forms at direction of staff.
- Provide resource information to clients.
- Assist Service Coordinators in arranging transportation and out of area lodging for clients.
- Processes and distributes mail within unit.
- General office support when necessary, including: management and maintenance of office machines, video conference set up, faxing documents, preparing letters as requested.
- Back-up Reception duties – professionally greeting visitors and directing phone calls.



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## Core Competencies for Unit Assistant for Client Services

### 1. Client Service

- Interacts professionally with clients, families, agencies, service providers and associates at all times.
- Understands and “demonstrates” RCRC Mission and Vision.
- Employs person centered thinking principles in interactions with clients, staff and service providers.

### 2. Adaptability

- Demonstrates flexibility in the face of change.
- Projects a positive demeanor regardless of changes in working conditions.
- Shows the ability to manage multiple conflicting priorities without loss of composure.
- Able to adapt to change in processes, data management systems and learn and utilize new process and programs for multiple tasks.
- Takes personal responsibility for one’s own job performance and demonstrates a commitment to professional growth and development through on-going training.

### 3. Communication Skill

- Communicates clearly and accurately both verbally and in writing to project a positive image of the business.
- Speaks with confidence using clear, concise sentences and is easily understood, and is diplomatic in all communication.
- Ability to document and communicate information in a factual, accurate, concise and timely manner.
- Exhibits active listening skills when receiving input on other’s ideas and/or concerns.

### 4. Team Player

- Works as a competent member of the team, willingly providing back-up support for co-workers when appropriate and actively supporting group goals.
- Willingly assists other departments as appropriate.
- Ability to function autonomously when needed within parameters of job and assigned tasks and utilize prudent, professional judgement and seek assistance when needed by consulting with supervisor.
- Represents the Redwood Coast Regional Center in a professional and positive manner.
- Maintains working relationship with one’s supervisor through regular consultation sessions.
- Promotes cooperation with other work units, Agency departments and allied agencies.



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## 5. Judgment

- Exhibits sound judgment and the ability to make reasonable decisions in the absence of direction and are consistent with person centered principles and the Agency's mission and vision.
- Demonstrates the ability to swiftly refer problems/issues to the appropriate person, and identify when additional information is needed to clarify a situation or to make a decision.
- Works effectively without constant and direct supervision or guidance.
- Demonstrates professional ethics in all aspects of work including confidentiality, honesty, integrity, respectfulness, and accountability for one's actions.
- Works in tandem with the Manager of the Unit.

## 6. Proactive

- Demonstrates the ability to foresee problems and prevent them by taking action.
- Utilizes analytical skills and a broad understanding of the business to effectively interpret and anticipate needs.
- Approaches challenging tasks with a "can-do" attitude.

## 7. Organization

- Ability to balance conflicting priorities in order to manage workflow and management of time to ensure the completion of essential projects, and meet critical deadlines.
- Effectively manages the workspace (i.e. keeps a clean and organized office, appropriately handles all paperwork, maintains control over the physical environment).

## 8. Computer/Technical Skills

- Responds to phone calls and emails in a professional and timely manner.
- Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner.
- Demonstrates a solid working knowledge of the computer programs and information systems required for the completion of one's work responsibilities including but not limited to SANDIS, ADP, Microsoft Outlook, Microsoft Word and Abode Pro.
- Demonstrates advanced proficiency by quickly adapting to new technology and easily acquiring new technical skills.
- Able to create tracking systems, utilize Excel spreadsheets for monthly, quarterly, yearly statistics.
- Able to produce flyers and other training material (power point, etc.) under supervision of the Manager.

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