



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

Open positions as of **November 9, 2017:**

- **FT CLIENT SERVICES MANAGER – Crescent City, CA**

This position supervises Service Coordinators overseeing services for people with developmental / intellectual disabilities and Autism. Masters in Social Work or Human Services and experience and knowledge of regulations/laws affecting our clients.

Closes November 13, 2017.

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

One position advocates and coordinates services for Children over age 3 with dev. & intellectual disabilities or Autism. One position advocates and coordinates services for minors transitioning to adulthood with dev. & intellectual disabilities or Autism.

Open until filled.

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

This position advocates and coordinates services for Adults with dev & intellectual disabilities.

Open until filled.

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

This position advocates and coordinates services for Adults with dev & intellectual disabilities.

Closes November 21, 2017.

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

This position provides highly technical support and clerical assistance for the case managers, Children's Unit. Requires 4 years of office experience & typing/keyboarding certificate for 55wpm **REQUIRED** along with good communication skills and computer software expertise.

Closes November 21, 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 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 be completed prior to hire

Please see the Job Announcements and complete Job Descriptions below:



Redwood Coast Regional Center

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POSITION ANNOUNCEMENT

(This is not a job description)

CLIENT SERVICES MANAGER

CLOSING DATE: 11/13/2017 **LOCATION:** Crescent City, CA **POSITION:** FT 37.5 hr/wk

TO APPLY: Go to website for more information and instructions on how to apply:

www.redwoodcoastrc.org

JOB SYNOPSIS: Under the direction of the Director of Client Services, oversees the recruitment, hiring, training and leadership of Service Coordinators and support staff; assigns, schedules, coordinates and evaluates their work. Ensures effective implementation of State/Federal/Agency policies and procedures by staff under his/her supervision; works collaboratively with other agency departments and community entities; participates fully in important teams affecting the agency and staff.

MIN. REQUIREMENTS:

Education: A master's degree from an accredited college or university in a social or human service field is preferred with four years of increasingly responsible experience in a human services field preferably in a case-carrying or client contact position, or a bachelor's degree in a social or human services field with six years increasingly responsible full-time paid experience in human services with a case-carrying or client contact position. A master's level degree is preferred, but not required.

Experience: Supervisory experience in a human or social service system and experience in the provision of services to persons with developmental disabilities is preferred, and mandatory for persons with a bachelor's degree. Preference given to Bilingual Spanish speakers.

Knowledge and Abilities: Knowledge of the principles of providing case management services, Person Centered planning, ability to provide effective leadership, coaching, great organizational skills, good decision-making skills, good verbal and written communication skills, ability to work in and oversee teams of professionals, ability to evaluate staff performance and set up necessary supportive corrective plans, provide training and mentoring to Services Coordinators and other staff, ability to establish effective and supportive working relationships with vendors and other service providers, knowledge of personnel laws and best practices, general computer literacy with Microsoft software and data base software.

Other Requirements: Travel, including overnight trips is required for this position. This position requires reliable transportation, possession of a valid driver's license, minimum insurance requirements prescribed by law or ability to provide for independent transportation. Background check will be required prior to employment.

SALARY: \$4,221 per month starting step (8 step range)

BENEFITS: Accrual of vacation and sick leave hours, holiday pay, group health insurance, group dental insurance, group vision insurance, life insurance, AD&D, long term disability insurance, EAP and CalPERS retirement.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

Job Description

Title: Client Services Manager

Position Type: Exempt, management

General Scope of Duties: This Client Services Manager position is responsible for overseeing the recruitment, hiring, training and supervision of Service Coordinators, Client Advocate and the support staff assigned to this unit(s) or branch office; ensures effective implementation of State/Federal/Agency policies and procedures by staff under his/her supervision; works collaboratively with the other Agency Departments and community entities, including but not limited to vendors, generic agencies, advocacy organizations, the developmental center system.

Responsibilities:

Examples of duties that this position may be responsible for include:

- 1) Ensure staff under one's supervision understand and are guided by the Lanterman Act, Redwood Coast Regional Center' Vision Statement, State/Federal laws and regulations, and Agency policies and procedures.
- 2) Supervise, mentor, coach, and oversee the tasks and projects accomplishments of the Client Advocate for County(ies) assigned.
- 3) Active participation in the oversight and education of Agency staff as it relates to the consistent utilization and implementation of Community Placement Plan (CPP) activities, program and Plan development, as assigned.
- 4) Develop and/or collaborate in the development or revision of Agency procedures, protocols, and manuals related to programs and services under one's assigned responsibilities.
- 5) Recruit and hire staff qualified to work effectively as service coordinators, unit assistants, team leaders, client advocate, and other staff assigned to the Client Service Manager's unit/office.
- 6) Develop and oversee the initial orientation and on-going training plan of staff assigned to unit.
- 7) Evaluate the performance of new and existing staff at intervals determined by the Agency and as needed to ensure the development and growth of staff under one's supervision. When necessary, develop and oversee a subordinates coaching and/or corrective plan of action when (s)he is not meeting the expectations for their position.
- 8) Participate, as assigned, in the coordination and oversight of the Agency's over 3 intake and eligibility team responsibilities, including but not limited to ensuring timely and effective referral and intake services, meeting eligibility review timelines as required by legislation and regional center-DDS performance contract, and the smooth transfer of new eligible clients to the appropriate unit.
- 9) Analyze State/Federal waiver proposals for consistency with self determination and self directed concepts; keeping RCRC's Director's Team up to date on waiver proposal elements important to the Agency's approach to ensuring maximum client decision making and responsibility taking; making recommendations on Agency's response to waiver proposals.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- 10) On a timely basis, review and approve Individual Program Plans (IPPs) that are developed through person-centered planning practices, ensuring that they meet waiver qualifiers, as applicable; review and approve purchase of service (POS) authorizations that meet State laws and regulatory requirements, along with Agency purchase of service guidelines.
- 11) Review and/or coordinate the review of client case records for completeness and conformity with Agency guidelines and/or State/Federal laws and regulations, providing training and guidance to unit staff as to gaps in documentation, title 19 notes, CDERs, service monitoring, et cetera.
- 12) Work cooperatively and collaboratively with other agencies, vendors, and community groups as needed to ensure accurate information about the regional center, its clientele, regional center policies and mandates. When necessary, act as an official liaison to specific agencies or organizations.
- 13) Be an active member of the Agency's fair hearing team, assisting as needed in informal and formal state level fair hearings.
- 14) Supervise, coach, and mentor support staff as needed and assigned to accomplish the above tasks.
- 15) Actively participate in Agency's Management Team meetings, Supervisor's meetings, and other Agency or community committees, work groups, and task forces as appropriate or requested by the Director of Client Services.
- 16) Other duties as assigned by the Director of Client Services or the Executive Director of Redwood Coast Regional Center.

Minimum Qualifications:

A master's degree from an accredited college or university in a social or human service field is preferred with four years of increasingly responsible experience in a human services field preferably in a case-carrying or client contact position, or a bachelor's degree in a social or human services field with six years increasingly responsible full-time paid experience in human services with a case-carrying or client contact position. A master's level degree is preferred, but not required.

Knowledge/Abilities:

- Excellent communication skills in both verbal and written modes.
- Clear and direct manner of interactions.
- Basic understanding of legal and professional documentation methods and requirements.
- Ability to comprehend and interpret statutes, regulations, directives, policies and procedures.
- Good listening and empathy skills with both subordinates and persons with disabilities or their family.
- Ability to organize self and others to be most effective in dealing with large amounts of work in a fast-paced environment.
- Ability to set priorities for self and others in an environment with competing demands and pressures.
- Ability to set clear expectations for subordinates and evaluate one's performance.
- Ability to deescalate situations in a calm, proactive manner.
- Ability to teach, model, coach and assist others to develop their skill sets to improve efficiency, better meet Agency needs and employee satisfaction with increased performance.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- Ability to set boundaries for self and subordinates in order to assist staff in identifying and resolving ethical or office conflicts.
- Competency with word processing, email, SANDIS, Excel, and other basic computer programs.

Other Requirements:

This position requires reliable transportation, possession of a valid drivers' license, minimum vehicle insurance as prescribed by law OR the ability for independent transportation.

This position requires extensive sitting in office settings, for meetings and travel. Frequent walking, standing, and occasional lifting of up to 20 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 may be met with reasonable accommodation.

This position requires the ability to work under pressure of deadlines within a fast-paced environment and to cope with complex and often stressful situations, along with availing oneself to after-hour emergency on-call concerns.

Travel:

Local and regional travel, including occasional overnight trips, is required for this position.

Responsible to: Director of Client Services

See Attached List of Core Competencies



Redwood Coast Regional Center

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Client Services Manager **Core Competencies and Responsibilities**

1 Client Service

- 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.
- 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.
- 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.
- Exhibits ability to facilitate and oversee the development of quality person centered Individual Program Plans (IPPs), Individualized Family Service Plans (IFSPs), and Self Directed Service Plans, as applicable to one's area of managerial responsibility.
- Demonstrates a good working knowledge of local resources and supports relative to one's area of managerial responsibility, including generic services and supports and regional center vendored services.
- Through training, coaching, and supervision, ensures the delivery of quality service coordination activities by each team member under one's direct supervision including, but not limited to, respectful and professional interaction with clients, families, providers and agency staff, timely response to phone calls, on site client monitoring visits, and the completion of services plans and all associated documentation (including SANDIS updates and documentation) in accordance to the timelines and expectation outlined in governing laws, regulation, DDS performance contract, and local regional center policies and procedures.
- Through training, coaching, and supervision, ensures the delivery of timely, supportive, and thorough intake and eligibility determination processes by team members under one's direct supervision including Early Start, ES to Lanterman, and over 3 Lanterman eligibility.

2 Leadership/Team Player

- Promotes and demonstrates RCRC's Mission and Vision.
- Recognizes and reinforces individual team member's developmental efforts and improvements.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- Promotes a learning environment for his/her staff members, while establishing and clearly communicating performance expectations and outcomes that are specific and measurable.
- Provides regular constructive feedback to one's team members.
- Works for solutions that all team members can support.
- Shares information, advice, and suggestions to help others to be more successful; provides effective coaching.
- 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.

3 Adaptability/Dependability

- Establishes structures and processes to plan and manage the orderly implementation of change.
- Implements or supports various change management activities (e.g., communications, education, team development, coaching).
- Demonstrates openness to new organizational structures, procedures, and technology.
- Takes personal responsibility for one's own job performance.

4 Communication Skills

- Exhibits excellent verbal and written communication skills.
- Exhibits actively 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.
- Utilizes multiple means to communicate, in a timely manner, important messages to team members, Director of Client Services, Management Team members, and other Agency staff, as applicable (e.g., in-person, memos, meetings, electronic mail).
- Provides timely updates and the sharing of information and decisions to one'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 a solid working knowledge of the Lanterman Act, Title 17 regulations, federal laws/regulations (e.g., Part C, HCBW), and Agency policy and procedures as it relates to intake and eligibility criteria, IPP/IFSP/SDS development, service coordination responsibilities, the parameters for service authorization and the monitoring for service delivery and quality assurance.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- 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.
- 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 the situation requires it.
- Quickly identifies the central or underlying issues in a complex situation.
- Approaches challenging tasks with a "can-do" attitude.

7 Organization

- Can effectively handle several problems or tasks at once.
- Independently prioritizes work responsibilities to meet client and Agency needs, along with expected outcomes and deadlines.

8 Computer/Technical Skills

- Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner etc.
- 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 and its various modules, ADP, Microsoft Outlook, Excel, and Microsoft Word.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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** 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 Eureka, CA	Adult Unit
2 FT Lakeport, CA	Children's Unit
1 FT Ukiah, 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

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

EOE



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- 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



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- ✓ 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.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- 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.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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 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



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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



Redwood Coast Regional Center

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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.



Redwood Coast Regional Center

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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.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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.
