Redwood Coast Regional Center

Respecting Choice in the Redwood Community

Open positions as of January 12, 2018:

- **1 PT CLIENT ADVOCATE – Ukiah, CA** covering Lake and Mendocino Counties: Must be a client of RCRC and 18 years old, must be knowledgeable about the issues and concerns, needs and preferences of persons with developmental & intellectual disabilities. Closes January 19, 2018 at 5PM

***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 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)

Position: Client Advocate (PT position)

Part-time position:	18 hours per week. No benefits.
Salary Range:	$11.94/hr to $16.80 /hr (8 step range)
Location:	Ukiah, CA covering Mendocino and Lake Counties
Deadline:	January 19, 2018 at 5PM

The person applying for the **Client Advocate** position *must* meet the following requirements:

1. Be a person with a developmental disability and have a current open case with Redwood Coast Regional Center;
2. Have the ability to communicate effectively in small or large groups, or on a one-to-one basis;
3. Be knowledgeable about the issues, concerns, needs and preferences of persons with developmental disabilities;
4. Be at least 18 years of age;
5. Have the ability to travel, including to primary work-site.
6. Demonstrate leadership with respect to Client empowerment and self-advocacy.
7. Have computer skills and/or ability to use adaptive accommodations

Mail, Fax, e-mail or deliver:

- a completed **application**
- Your **resume'**
- Your **cover letter** telling why you are interested in this position to:

Redwood Coast Regional Center
Attn: Human Resources Mgr.
1116 Airport Park Blvd.
Ukiah, CA 95482

FAX (707)462-4280

e-mail: hr@redwoodcoastrc.org

Please go to the website www.redwoodcoastrc.org click the ABOUT US tab, Career Opportunities link for more information, instructions and forms.

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JOB DESCRIPTION

Position Title: **Client Advocate**

1 Part-time representative for Del Norte and Humboldt counties
1 Part-time representative for the Lake and Mendocino counties

Position Purpose: The Client Advocate assists individuals (and groups of individuals) with developmental disabilities to develop authority over their own lives, responsibility for contribution to their communities, and direction for their services and supports. This person serves as a positive representative of RCRC and the Clients it serves.

General Scope of Duties: Identify and represent issues of concern for regional center Clients; provide education and information about persons with developmental disabilities and their needs to service providers and the community in general; provide advocacy services to Clients. All duties are to be carried out as a member of the larger RCRC agency team in either the northern counties (Humboldt and Del Norte) or southern counties (Mendocino and Lake).

Minimum Qualifications:

1. Be a person with a developmental disability and have a current open case with the Redwood Coast Regional Center.
2. Have the ability to communicate effectively, verbally or by other means, in small or large groups, as well as in one-to-one settings.
3. Be knowledgeable about the issues, concerns, needs and preferences of persons with developmental disabilities and be able to learn about various services and challenges within each county served.
4. Be at least 18 years old.
5. Have the ability to travel, including commuting to and from primary work site as well as occasional travel to other areas within California.
6. Demonstrate leadership with respect to Client empowerment and self–advocacy.
7. Have computer skills and/or ability to use adaptive technology (e.g. Dragon Naturally Speaking) to use email, to write documents, to create flyers, etc.

Examples of Specific Job Duties:

1. Meet with and talk to Clients as requested by Clients, families, Service Coordinators, and others; participate in IPP, IEP and other meetings when invited.
2. Maintain regular contact with the other part-time Client Advocate serving the regional center, in order to coordinate activities and share information. Together with the other part-time Client Advocate, maintain contact with the state-level Client Advocates' group.
3. Act as liaison with People First groups in Advocate's designated counties, attending at least one meeting of each group each year. Facilitate a connection between all People First groups in catchment area with goal of ensuring regular communication between all People First groups about the purpose and values of People First activities.
4. Participate in Self-Determination/Self-Directed Services meetings and activities, facilitate the regular self-determination focus/support group.

5. As requested, participate in regularly scheduled Community Placement Plan team meetings, participate in IPP/CPP meetings of Clients in state developmental centers and, as appropriate, work with agency CPP team to smooth transitions of Clients out of developmental centers into the community.

6. Attend regional center Board of Directors meetings, at least 2 out of 3 regularly scheduled meetings per year in Advocate's region (northern or southern counties). Provide a brief oral report on local Client advocacy activities and issues at Board of Director meetings.

7. Maintain periodic contact with elected officials through their staff to provide information and advocacy as needed.

8. Participate in RCRC hiring panels as requested by hiring supervisors. May recruit and provide guidance to Clients and parents to participate in hiring panels when unable to do so personally.

9. Contribute article(s) to the quarterly RCRC newsletter on a topic of current interest to persons with developmental disabilities and their families.

10. Attend both local and state-level meetings and activities to represent RCRC and its Clients as the need arises.

11. Participate in Service Coordinator Unit Meetings, attending each one at least once per year, to provide information about issues of current Client concern as well as to obtain information about activities of Service Coordinators and the specific areas/counties served by the agency.

12. Assist Service Coordinators, as requested, to meet with Clients regarding client's rights violations or other matters in which Client-to-Client communication may make fact-finding and resolution faster and easier for the Client(s) involved.

13. Develop innovative ideas and methods to increase communication and give voice to Clients and families in their dealings with regional center staff, vendors, public agencies and other community entities.

14. Be knowledgeable of confidentiality provisions and statutes and consistently apply them on a daily basis.

15. Other duties as assigned.

Travel Requirements: There will be frequent travel within the catchment area of Redwood Coast Regional Center and occasional travel outside of the catchment area. This position requires reliable transportation or the ability to obtain independent transportation. Some overnight travel may be required.

Supervision: This position is supervised by the Client Services Manager and/or the Manager of Special Programs in the Client Services Department.

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Client Advocate

Core Competencies

1. Client Services
   - Serves as role model for and provide outreach to clients (especially transition age youth).
   - Advocates/Educates both clients, RCRC staff and provides both formally and informally.
   - Seeks input from and represents client's viewpoints as appropriate.
2. Adaptability
   - Self motivated, able to initiate work.
   - Flexible.
3. Communication Skills
   - Able to write/dictate word documents/ newsletter articles/flyers.
   - Communicates well on the phone and in person.
   - Comfortable with public speaking.
4. Team Player
   - Dependable with a good work ethic.
   - Professional demeanor including the ability to be assertive in a positive fashion.
   - Creative problem solver.
   - Works well within a team framework.
5. Judgment
   - Understand and is able to explain and implement internal and state regulations and policies.
   - Seeks clarification and prioritization of job priorities from Supervisor as appropriate.
   - Demonstrates professional ethics in all aspects of work including, but not limited to, confidentiality, honesty, respectful demeanor, and accountability for one's actions.
6. Proactive
   - Uses analytical skills and experience to share relevant information with other staff and team members in project planning.
   - Meets deadlines consistently.
   - Approaches challenging tasks with a "can-do" attitude.
7. Organization
   - Organized and able to manage time well (including keeping calendars and scheduling appointments).
   - Able to organize and plan travel.
8. Computer/Technical Skills
   - Computer skills/and/or use of adaptive technology to do so (email, word, internet).
   - Able to develop power point presentations for training.