



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

Open positions as of *April 28, 2017:*

- **FT TEAM LEADER/SR SERVICE COORDINATOR(Case Mgr/Social Wrkr) _ – Early Start/Children’s Unit, Eureka, CA**

Provides high-level case coordination services to clients, assists team members, responsible for training new/existing staff, take on areas of specialization as needed. Masters degree in human services field or BA and 2 years paid experience. Regional center experience as a Service Coordinator preferred. **Closes May 15, 2017.**

- **FT MEDICAID WAIVER COORDINATOR (clinical chart audits)– Eureka, CA**

This position will be responsible for maintaining appropriate oversight, certification and audit of service records for all individuals identified in both HCBS Waiver and the 1915i State Amended Plan and other federal and state revenue programs. Requires ability to work independently, have sound judgement, be organized and enjoy extremely detailed and time sensitive duties. Great position for an RN, OT or PT. **Closes May 15, 2017 at 5:00 PM or until filled.**

- **FT OFFICE OPERATIONS MANAGER – Ukiah, CA**

This position is responsible to analyze, organize and manage office operations for 3 offices to keep agency accessible, supportive and safe for staff and clients. Supervises support staff to ensure the efficiency of the agency. **Closes May 15, 2017 at 5PM**

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

This position advocates and coordinates services for Children over age 3 with dev. & intellectual disabilities and Autism and to perform Intake coordination for children and adults. Preference given to those with Spanish language skills. **Open until filled.**

- **1FT SERVICE COORDINATOR (Case Mgr/Social Wrkr) -Ukiah, CA**

Advocating and coordinating services for Adults with dev. & intellectual disabilities and Autism. Preference given to those with Spanish language skills. **Closes May 15, 2017 at 5:00 PM**

- **1FT SERVICE COORDINATOR (Case Mgr/Social Wrkr) -Eureka, CA**

Advocating and coordinating services for Adults with dev. & intellectual disabilities and Autism. **Closes May 15, 2017 at 5:00 PM**

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

1 position advocating and coordinating services for Children over age 3 with dev. & intellectual disabilities or Autism. Preference given to those with Spanish language skills.
1 position working with Adults with dev & intellectual disabilities.
Closes May 15, 2017 at 5:00 PM.

- **1 FT SERVICE COORDINATOR (Case Mgr/Social Wrkr) –Crescent City CA**

to advocate and coordinator the services for Children over age 3 with dev. & intellectual disabilities and Autism and Adults. Preference given to those with Spanish language skills.
Closes at May 15, 2017 at 5:00 PM.



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- **FT SUPPORT STAFF (clerical) – Eureka, CA**

Clerical support, receptionist duties, filing, preparing/maintaining spread sheets, correspondence, reports, utilizes data base software as well as Word, Excel and Outlook. Good communication, great with detail work and enjoys helping people. Requires HS grad or equivalent and 1 year clerical experience an typing certificate for 45 wpm **REQUIRED**. All documents must be included to be considered for an interview.

Closes May 15, 2017 at 5PM.

- **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 May 15, 2017 at 5PM**

- **FT COMMUNITY RESOURCE MANAGER – Ukiah, CA**

This position works to develop services needed by people with developmental/intellectual disabilities and Autism; determines service needs, provides staff with info on services available, acts as a liaison between vendors and DDS; monitors quality of services. **Closes May 22, 2017 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)

Team Leader / Senior Service Coordinator

Redwood Coast Regional Center is currently recruiting Team Leader/Senior Service Coordinator with minimum of four years as a Service Coordinator or similar case-carrying position in a regional center serving persons with developmental disabilities; or a combination of a minimum of two years of professional experience in a regional center serving persons with developmental disabilities that may include case-carrying, resource development, or quality assurance experience and a BA/BS or higher degree.

Under the supervision of Client Services Manager, the Team Leader / Senior Service Coordinator provides high-level case coordination services to clients, assistance to other unit members, assistance in training new and existing staff and other duties in areas of specialization as needed by the unit and/or agency.

Necessary skills and abilities: work independently, be a self-starter, teach others effectively, use analytical judgement in complicated situations, high level of communication skills, effective advocate, possess logical and effective writing skills, proficient computer skills using Microsoft software and database software.

This position will require travel outside the local county and possibly outside the regional center catchment area. This position requires a valid CA drivers' license, reliable transportation, minimum vehicle insurance as prescribed by law or the ability to provide for independent transportation. Computer literacy is required. A background check will be required prior to employment.

Salary range: \$3651 /month 8 step range. This is a full time, non-exempt position.

Location: 1 FT Eureka, CA Early Start/Children's Unit

Closes: May 15, 2017 at 5PM

Please go to website www.redwoodcoastrc.org, Click on *ABOUT US* then click on *Career Opportunities* in the drop down box for more information, instructions and forms necessary to apply.

Incomplete packets will not be considered for an interview.



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JOB DESCRIPTION

Position Title: **Team Leader / Senior Service Coordinator**

Supervised by: Client Services Manager

General Scope of Duties: Under the supervision of a Client Services Manager, provides high-level case coordination services to Clients, assistance to other unit members, assistance in training new and existing staff, and take on areas of specialization as needed by the unit and/or agency.

Specific Job Duties:

- 1) Provide all aspects of Service Coordination to a reduced caseload of regularly assigned Clients.
- 2) Provide assistance and support to other Service Coordinators in the unit or branch office serving Clients with complicated situations and/or conditions, e.g. guidance, information, suggestions on external resources, accompany to difficult meetings, etc.
- 3) May provide coverage when the regularly assigned Service Coordinator is absent due to illness or vacation including responding to emergencies, responding to urgent needs for assistance, providing information, etc.
- 4) Assist unit to provide generalized coverage for caseloads that are uncovered while a hiring process proceeds e.g. emergencies, keeping IPPs current, etc.
- 5) Assist Client Services Manager in orientation of new staff and some training of regular staff.
- 6) May be assigned to do Title 17-required annual facility liaison duties for licensed residential facilities in a county or region.
- 7) Will have an area of specialization or expertise critical to the unit or agency e.g. forensic caseload, clients formerly residents of a developmental center or state hospital in coordination with the agency Community Inclusion Specialist, special education advocacy leadership, dually-diagnosed client caseload, autism diagnostic and treatment services, transition services, etc.
- 8) Will be a standing member of the agency's on-call/after hours response team.
- 9) May assist Client Services Manager by providing input about case assignment, training needs of staff, concerns in specific programs/schools and may provide backup to authorize routine Purchase of Service (POS) in the absence of Client Services Manager with the exception of any POS generated by the Team Leader.



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- 10) Will be a member of Team Leader group to focus on areas such as: staff training needs, to provide feedback on proposed procedural changes, the changing role of Service Coordinators, etc.
- 11) Other duties as assigned.

Educational and Experiential Requirements:

A master's degree from any accredited college or university in social welfare, psychology, public health, special education, or other related field is preferred, or a bachelor's degree from any accredited college or university in one of the above fields, and two years of paid relevant experience. Regional center experience as a Service Coordinator or similar case-carrying position serving persons with developmental and intellectual disabilities is preferred. Experience in forensics is also preferred, but not required.

Necessary Skills and abilities:

Ability to work autonomously and to self-initiate; teach others a variety of tasks in an effective manner; use analytical judgement in complicated situations; express self effectively and professionally to others, including persons in community agencies; be a strong, effective advocate; express self clearly and logically in written work. Experience and ability to work in a "team" environment is necessary for the success of this position. Ability to demonstrate leadership skills is important.

Other Requirements:

There will be occasional travel within the 4 counties served by RCRC, and possible infrequent travel outside regional center catchment area. Position requires reliable transportation, valid California Drivers License and vehicle insurance as per the minimum requirements of the State of California or the ability to obtain independent transportation.

Physical requirements include 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. Adequate manual dexterity and coordination for operation of an automobile, a 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.



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TEAM LEADER

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.
 - ✓ 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.



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- ✓ 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.
- Provides consultation, mentoring, training, and coaching to new and on-going service coordination staff, including problem solving, IFSP/IPP development (depending on unit), and the review of purchase authorizations.
- Actively participates on the Agency's after hour On-Call Team.

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.
- Demonstrates good leadership skills and the ability to provide supervision and guidance to unit team members in the absence of the unit manager including, but not limited to, the critical review and authorization of new purchase of services (POSs) and authorization changes, and new IFSP/IPP or addendum review and approval.

4. Communication Skills

- Communicates clearly and accurately both verbally and in writing.



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- 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.
- 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.
- Demonstrates strong working knowledge and a heightened level of expertise in at least one area of specialization critical to the unit.

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.
- Demonstrates ability to coordinate and oversee special projects as assigned.

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 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 ADP, Microsoft Outlook, and Microsoft Word.



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POSITION ANNOUNCEMENT (Not a job description)

Position Title: MEDICAID WAIVER COORDINATOR

CLOSING DATE: May 15, 2017 or until filled LOCATION: Eureka, CA POSITION: FT

Salary Range: \$3651 to \$5138 per month + Excellent Benefits

JOB SYNOPSIS:

Under direction of the Manager of Special Programs, position is responsible for maintaining appropriate oversight, certification and audit of service records for all individuals identified in the HCBS Waiver and the 1915i State Amended Plan and other federal/state revenue programs; plans, organizes and is responsible for adhering to State/federal requirements and reaching Medicaid Waiver targets as determined by DDS.; performs related work as assigned by the Manager of Special Programs.

RESPONSIBILITIES:

See complete job description for a list of job duties and responsibilities.

EDUCATION/EXPERIENCE:

Requires eligibility as a Qualified Intellectual Disabilities Professional (QIDP); and a minimum of three years of experience in treating, or working with, persons with developmental disabilities and has one of the following: Bachelor's degree in human services field **or** is a licensed physical therapist, occupational therapist, speech pathologist, audiologist, registered nurse or a rehabilitation counselor.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

Knowledge of intellectual disabilities; quality assurance practices, laws, regulations and procedures pertinent to federal & special state revenue programs; principles of interviewing and recording techniques; Lanterman Act; regional center system; time management skills; competence with a variety of computer programs (e.g. databases, spreadsheets - Excel, word processing); good written and verbal skills; work independently; document, compile accurate recorded reports using basic statistical principles; prepare written reports, briefs and correspondence.

OTHER:

Significant travel is required through out the four counties and to state meetings, including overnight travel. Reliable transportation, a valid California Driver's license, minimum vehicle insurance as per requirements of the State of California or the ability to obtain independent transportation. Ability to lift 40 lbs and handle heavy files on a daily basis.

TO APPLY: www.redwoodcoastrc.org ABOUT US tab; Click on "Career Opportunities".



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JOB DESCRIPTION

Position Title: MEDICAID WAIVER COORDINATOR

Position Purpose:

General Scope of Duties:

Under supervision of the Manager of Special Programs, this position is responsible for maintaining appropriate oversight, certification and audit of service records for all individuals identified in both the HCBS Waiver and the 1915(i) State Amended Plan (SPA) and other federal and state revenue programs (Nursing Home Reform, TCM). Plans, organizes and is responsible for adhering to State/federal requirements and reaching Medicaid Waiver targets as determined by DDS. Performs related work as assigned by the Manager of Special Programs.

Minimum Qualifications:

Requires eligibility as a Qualified Intellectual Disabilities Professional(QIDP); an individual who has a minimum of (3) years of experience in treating or working with persons with developmental disabilities and has one of the following: Bachelor's degree in a human services field or is a licensed physical therapist, occupational therapist, speech pathologist, audiologist, registered nurse or a rehabilitation counselor.

DISTINGUISHING CHARACTERISTICS:

This is a Team leader job level classification responsible for the implementation of Redwood Coast Regional Center's federal and state revenue programs. Incumbents are expected to work independently, take initiative, have sound judgement and be consistent in evaluating client records and take responsibility for special projects as assigned.

Examples of Specific Job Duties:

- Determines appropriate eligibility for each individual identified to be included in both the HCBS and State Plan Amendment (SPA) including initial eligibility, recertification, termination, reactivation, etc. Assures that the status of each individual on the waiver is current.
- Strives to maintain, on a monthly basis, the number of individuals identified in the contract between RCRC and the Department of Developmental Services for both the HCBS Waiver and SPA.
- Reviews identified files/documentation for each individual at the time of the eligibility/recertification determination to ascertain if standards are met and to recommend related corrective action to the service coordinator and supervisor in writing, and verbally as required.
- Prepares required eligibility documentation within the month that the consumer is reviewed.



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- In conjunction with the Manager or Special Programs, trains Service Coordinators, other staff members, and service providers regarding Medicaid Waiver, SPA, NHR and other federal and state revenue requirements as necessary to assure understanding and compliance.
- Serves as staff liaison and assists the Manager of Special Programs (MOSP) in preparation for and follow up to any federal and state revenue program audits.
- Serves as liaison with the Department of Developmental Services to ensure that consumers admitted to skilled nursing facilities are properly identified and that the NHR Pre-Admission Screening forms are completed and distributed timely upon admission and discharge.
- Participates in periodic onsite monitoring visits to vendors to ensure compliance with federal revenue program requirements.
- Participates in the daily monitoring of Special Incident Reports (SIRS) that are reportable to the Department of Developmental Services. Reviews SIRS, communicates with service coordinators, supervisors or other staff as need to gather sufficient information, makes recommendations, and may review and prepare reports as directed by the Manager, Special Programs.
- Participates, as appropriate, in activities related to Mission Analytics risk reduction projects.
- Is aware of confidentiality provisions and statutes and consistently applies them on a daily basis.
- Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Intellectual disabilities
- Quality assurance practices.
- Laws, regulations and procedures pertinent to federal and special State revenue programs, and consumer rights.
- Basic principles of interviewing and recording techniques.
- Lanterman Developmental Disabilities Services Act, Title 17 and 22 regulations and other laws, policies and procedures relevant to the Regional Center system and community care programs.
- Time management; including organizing and prioritizing necessary duties.
- Computer based information management information systems (Sandis)
- Operation of a variety of office equipment including personal computers, copiers, fax machines, and calculators.



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Skill in:

- Meeting and working with all levels of staff in person and/or by telephone, utilizing effective communication skills.
- Communicating complex information clearly and concisely in both written and oral forms.
- Documenting, compiling and maintaining accurate recorded reports and applying basic statistical principles when appropriate.
- Creating and maintaining spreadsheets in Excel
- Prioritizing and organizing work to meet multiple demands and monthly deadlines.
- Maintaining the confidentiality of case and organizational data.
- Remaining flexible to rapidly changing schedules.
- Working independently and remaining objective in conflict situations.
- Preparing written reports, briefs, and correspondence.

Ability to:

- Review and analyze handwritten, typed and computer-printed documents as well as computer-printed displays throughout the day.
- Receive and communicate information clearly by telephone and in person.
- Operate keyboards and standard office equipment and to manipulate papers and supplies.
- Work effectively with a variety of people across various disciplines.
- Lift up to 40 pounds and handle heavy files on a daily basis
- Travel between RCRC offices and in the community.

Travel Requirements:

Possession of a valid California driver's License and a satisfactory driving record; possession of and/or access to insured vehicle, and willingness/ability to travel. Travel in the community as well as overnight travel to other Redwood Coast Regional Center office locations is required.

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



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Medicaid Waiver Coordinator Core Competencies

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.
- Ability to critically review and understand quality person centered Individual Program Plans (IPPs) and SDS (SDS) plans, Client Development Evaluation Report (CDER), particularly as they address the support needs of the individual and the documentation needs of the Home and Community Based Waiver (HCBS) and 1915(i) State Plan Amendment (SPA).
- 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 documentation timelines and expectations for both state and federal mandates for HCBS, SPA, Special Incident Reporting (SIR) and Nursing Home Reform (NHR), including all associated documentation including but not limited to:
 - ✓ Thorough and complete yearly review of all HCBS and SPA clients within expected timelines
 - ✓ Written feedback to Service Coordinators and Supervisors regarding further actions needed
 - ✓ Ability to access the DDS OM Viewer to run monthly recertification lists
 - ✓ Daily review and Transmission of SIRs
 - ✓ Ability to enter DDS reportable SIRs and T19
 - ✓ Follow up with Service Coordination and Clinical/Community Service staff as appropriate
 - ✓ Tracking of all RCRC client admission and discharge from Skilled Nursing Facilities
 - ✓ Utilization of the Medi-cal AEVS system to determine Medi-cal eligibility
 - ✓ Assisting in preparing HCBS Monitoring Self Survey reports and Plan of Correction responses
 - ✓ Preparing reports for DDS and Mission Analytics as required



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2. Leadership/Team Player

- Promotes and demonstrates RCRC's Mission and Vision.
- Ability to provide/perform back up, oversight, troubleshooting and direct supervision of federal programs in the absence of the Manager, Special Programs.
- Ability to function autonomously when needed within the parameters of job and utilize prudent, professional judgement and seek assistance when needed by consulting with supervisor or other management and/or clinical staff
- Maintains working relationship with one's supervisor through regular consultation sessions and by keeping him/her apprised of any issue where there is elevated concern
- Provides regular constructive feedback to one's team members, along with other client service department staff as it relates to area of expertise including but not limited to SIRs, HCBW eligibility and required documentation, sharing an individual's strengths or areas of performance concern with the appropriate manager/supervisor.
- 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

- Ability to maintain professional boundaries and demeanor even under pressure and during difficult situations
- Demonstrates openness to new organizational structures, procedures, and technology.
- Assists in establishing 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).
- Takes personal responsibility for one's own job performance.



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4. Communication Skills

- Exhibits excellent verbal and written communication skills.
- Exhibits actively listening skills when receiving input on other's ideas and/or concerns.
- Engages in difficult situations in a calm and positive outcome-focused manner.
- 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, 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, HCBS), The Client Development Evaluation Report (CDER) and Agency policy and procedures as it relates to Federal Programs criteria, DDS reportable Special Incidents, and Nursing Home Reform
- 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, accountable for actions.
- Demonstrates the ability to identify when additional information is needed to clarify a situation or to make a decision and seeks to obtain a clarity from the appropriate person or entity.

6. Proactive

- Anticipates possible problems and develops contingency plans in advance.
- Quickly identifies the central or underlying issues in a complex situation.
- Approaches challenging tasks with a "can-do" attitude.
- Demonstrates ability to coordinate and oversee special projects as assigned

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.
- Able to track work utilizing Excel spreadsheets



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8. 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 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 ADP, Microsoft Outlook, Excel, Microsoft Word, OM viewer, Power Point.
- Able to learn, implement and administer Learning Management Software



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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 a Service Coordinator with a Master's degree in human services, or related field, with one year relevant experience **or** a Bachelor's degree in human services, or related field, with two years 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, 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: 2 FT Ukiah, CA—Children over age 3 w/ some Intake duties

Location: 1 FT Ukiah, CA - Adult caseload.

Location: 1 FT Crescent City, CA Mixed caseload – Children/Adults

Location: 3 FT Lakeport, CA Children (over age 3) and Adult caseload.

Location: 1 FT Eureka, CA Adult caseload

Deadline: May 15, 2017 at 5:00 PM

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.



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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 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



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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 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
- 2) A bachelor's degree from any accredited college or university in one of the above fields, and two years of paid relevant experience; or
- 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 drivers license and minimum vehicle insurance as prescribed by law, or the ability for independent transportation.

Knowledge and Abilities:



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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.
 - ✓ 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.



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- ✓ 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.
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.



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- 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.
- 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 job description)

OFFICE OPERATIONS MANAGER

CLOSING DATE: May 15, 2017 **LOCATION:** Ukiah, CA. **POSITION:** Full Time

TO APPLY: Submit letter of interest, resume and application to:

Redwood Coast Regional Center

Attn: Human Resources Mgr

1116 Airport Park Blvd.

Ukiah, CA 95482

FAX 707-462-4280 or email HR@redwoodcoastrc.org

SUMMARY OF POSITION: Under the direction of the Director of Administration, responsible to analyze, organize and manage office operations to keep agency accessible, supportive and safe for staff and clients; to provide support services and provide direction and supervision of support staff on a daily basis to ensure the efficiency of the agency.

MIN. QUALIFICATIONS:

Education and Experience: Requires and AA degree in a business-related field, or six years experience performing similar tasks. Additional education/training related to computer use, software applications and management skills are also required.

Knowledge and Abilities: Ability to communicate effectively, both orally and in writing; ability to prioritize and manage multiple projects simultaneously. Requires ability to work as part of a team. Requires the responsibility to act with minimal supervision as a representative of RCRC. Ability to oversee staff duties, prioritize for efficiency, train new staff, anticipate needs of the agency and prepare for them. Knowledge of computer software, specifically Microsoft Office programs and a database program.

Other Requirements: Travel, including overnight trips is required for this position may be required to our four-county area. 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 RANGE: begins at \$3124 per month. 8 step range

BENEFITS: Accrual of vacation/sick leave hours, holiday pay, health ins., dental ins., vision ins., life ins. long term disability ins. Flexible Spending Account and CalPERS retirement program. See HR for details.



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POSITION TITLE: OFFICE OPERATIONS MANAGER

POSITION LOCATIONS: One full time Eureka; One full time Ukiah

SUMMARY OF POSITION:

To analyze, organize and manage office operations to enable Redwood Coast Regional Center offices to (1) remain accessible, supportive and safe for Regional Center clients, families, staff, service providers and community members, (2) support overall Agency operations by the provision of needed support services to enable the agency to operate in an efficient and effective manner, and (3) provide direction and supervision of support staff in implementing the above duties.

MINIMUM QUALIFICATIONS:

AA degree in business-related field, or six years of experience handling similar tasks, is required. Additional education and/or training related to computer use, computer software applications, and management skills is also required.

Ability to communicate effectively, both orally and in writing.

Ability to prioritize and manage multiple projects simultaneously.

JOB DESCRIPTION AND DUTIES:

Access

- Ensure safe and easy access to the building for all parties.
- Provide keys or program (and delete) electronic keys for staff.

Alarm/Security Systems

- Ensure proper operation of office alarm and security systems.
- Maintain and repair the alarm/security systems as needed.
- Train staff on the use of the alarm/security system.

Audits

- Assist in preparation for fiscal and program audits.
- Oversee and arrange retrieval, copying of client charts/material and the timely transport to audit locations.
- Return audit files to original file locations.
- Set up/take down work area for the auditors, including working with the Network Administrator to ensure the auditors have computer access.

Banking & Cash

- Maintain Journal and Daily Cash Receipts.
- Make daily bank deposits.

CEDRs

- Work with support staff, service coordinators and community resource staff to correct noted CEDR errors. Problem-solved why errors are occurring and provide needed training.



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Communications

- Provide thorough and timely communication with staff regarding office issues.
- Provide training to staff on use of communication equipment (telephones and MicroSoft Office).

Files/Filing

- Oversee the filing function to ensure filing is timely and accurate.
- Purge and dispose of old records.
- Formulate procedures for systematic retention, protection, retrieval and document imaging of client records.

Forms

- Update and post agency-wide forms on the agency shared-folders.

Information Systems

- Provide information and backup assistance to IT staff on agency network issues and computer issues as needed.

Inventory

- Work with the agency's Property Custodian (Controller) when ordering and receiving equipment and furniture.

Leases

- Be familiar with office leases and ensure compliance by both parties.
- Interface with landlord as needed regarding office issues.

Liability Insurance

- Be familiar with the agency's liability insurance coverage.

Miscellaneous Duties

- Provide support for miscellaneous duties as requested by the Director of Administration.
- Arrange for miscellaneous errands as appropriate and needed.

Office Issues

- Oversee daily operations of buildings and maintenance both inside and outside of the building(s). This may involve leases and office building contracts, general contractors, computer network consultants and other state, city and community agencies.
- Research, plan, implement and update all office flow systems both electronic and manual, including mail, inter-office mail, e-mail, fax, outsourcing of medical reports, filing systems and general office data base systems. Troubleshoot with parties as appropriate.
- Work with the Director of Administration on all office remodels and relocations.
- Coordinate maintenance/repair/replacement of office furnishings, including but not limited to floor and window coverings, etc.
- Facilitate approved staff's office moves.
- Coordinate response to unplanned urgent/emergent facility needs (plumbing/toilet issues, replace broken windows/doors, etc.)



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- Maintain office interiors in a professional appearance, including painting, furniture, floor coverings, art, etc.
- Monitor exterior office appearance and notify the appropriate party when maintenance or repair work is needed.
- Ensure janitors have all needed supplies, including but not limited to bathroom supplies and cleaning supplies.
- Change clocks, security system, phones, HVAC settings, etc. for daylight savings time changes.
- Address issues with pest control etc.
- Monitor usage of space heaters.
- Send reminder memos to staff about building issues as needed.
- Make the offices look professional, neat, tidy and safe.
- Work with office schedulers to ensure efficient use of office space for clinics, visiting professionals, trainings, team meetings, etc.

Office Machines

- Maintain lease agreements for all office machines.
- Order needed supplies, maintenance and repairs for all office machines.

Personnel

- Hire, train and supervise necessary staff to guarantee efficient and effective general office operations, including reception and other support functions.
- Orientation for new support staff, ongoing on-the-job training for all support staff, and coordination of off-site training and/or conference or workshop attendance by support staff, including office safety, office policies & procedures and use of office equipment.
- Provide annual performance appraisals for all supervised staff.
- With the appropriate approval, hire temporary staff as needed.
- Ensure compliance with ADA regulations and office ergonomic policies.
- Provide back-up for support staff, Administrative Assistants and Unit Assistants as needed.

Phone System

- Program phone for new hires.
- Report not working/poorly working phones/phone system.
- Maintain and manage AT&T teleconference services.
- Maintain staffs' voicemail messages.
- Liaison with the agency's answering service and ensuring the phone system is coordinated with On-Call duties.

Processes

- Assist with agency wide projects and processes as needed. This may include, but is not limited to, bulk mailings.



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Safety

- Act as a designated member of the office's safety committee and Incident Command team.
- Monitor smoke alarms and check fire extinguishers monthly.
- Update information and supplies in emergency kits.
- Arrange for safety training for staff and IC team.
- Work with local Red Cross, Fire Departments and Police regarding office safety.

SANDIS

- Handle technical functions and training of support staff and service coordinators regarding their use of SANDIS.(Database Software)

Supplies

- Coordinate requisition of supplies and research and purchase of office equipment
- Southern Office Operations Manager only: Order stationary, business cards, 1099 forms for agency use and checks for all five agency offices.

Utilities

- Interface with utilities for service, maintenance and billing issues.
- Ensure proper operation of office HVAC and other systems.

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 40 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.

TRAVEL:

Significant travel throughout all four counties and to state meetings is required, including overnight travel.

SUPERVISION:

Supervision of the Office Operations Manager is provided by the Director of Administration.



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POSITION ANNOUNCEMENT

(This is not a job description)

JOB ANNOUNCEMENT

POSITION AVAILABLE: FT SUPPORT STAFF (Secretary-Receptionist)

SALARY RANGE: Starting \$1940/month (8 step salary range)

LOCATION: Eureka, CA

JOB SUMMARY: Type reports; assist in coordination of clinics, sets up appointments, sends and receives client information; maintains client files that may weigh up to 40 lbs.; database input; typing correspondence; filing; assists with telephone reception and greeting the public; scheduling of conference rooms and staffing agenda; distributes and posts mail; maintains supplies for copier and other office equipment; and other duties as assigned.

MINIMUM EMPLOYMENT REQUIREMENTS:

EDUCATION: Graduation from high school or GED

EXPERIENCE: One year of general clerical experience. Knowledge of routine office procedures including word processing, ability to keyboard 45 wpm, (typing/keyboarding certificate required), (on-line OK) proficiency in the use of the English language, excellent spelling and grammar skills. An ability and willingness to meet the public is required along with good telephone manners.

TRAVEL REQUIREMENTS: Travel to outlying offices and other assignments may be necessary periodically.

To apply: Go to website www.redwoodcoastrc.org and download Application. Send resume, letter of interest, completed application and typing/keyboarding certificate to:

RCRC, Attn: Human Resources, 1116 Airport Park Blvd., Ukiah, CA 95482

or email HR@redwoodcoastrc.org

or FAX (707) 462-4280

Closes at May 15, 2017@ 5pm. *All documents* must be received prior to closing date.



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I. Position Title: **SUPPORT STAFF**

II. Job Description and Duties:

Under supervision, Support Staff performs a wide variety of clerical duties for case management/clinical and other professional regional center staff, types correspondence, reports and forms; maintains files and records; assembles Client charts as needed; files case material, photocopies, sends and receives Client information; schedules meetings and appointments; composes correspondence; distributes and posts mail and deliveries; data base entry; receptionist duties; professionally greets and directs calls to the proper sources; does related work as assigned.

Minimum Employment Standards

A. Education:

High school diploma or G.E.D.

B. Experience:

One year of paid general clerical experience.

C. Knowledge and Abilities:

Knowledge of routine office procedures including computer literacy and knowledge of Microsoft Windows environment and related computer programs, accurate data entry, accurate filing and knowledge of filing systems, statistical procedures, reception skills are required, as well as proficiency in the correct use of grammar, punctuation and spelling. The ability, and willingness to politely and professionally greet the public (both in person and over the phone), and to maintain positive working relationships with staff is a necessity. The ability to interact and become familiar with other related agencies and resources is important. The ability to type/keyboard 45 wpm corrected. Certificate required or equivalent test scores.

D. Additional Requirements:

Must be able to lift 40 lbs.; sit for approximately 2 hours, stand, bend and lift, as necessary. This position requires reliable transportation, possession of a valid California driver's license, minimum vehicle insurance as prescribed by law or the ability for independent transportation. Local and regional travel is a requirement of this position. Over-night travel while not a requirement, may periodically be necessary.

IV. Supervision:

The Office Operations Manager supervises this position.



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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 \$2109month (8 step range) with excellent benefits

Location: 1 Full Time: Eureka, CA

Deadline: May 15, 2017 at 5PM

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.



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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, copiers, 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.

 - 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.



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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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POSITION ANNOUNCEMENT

(This is not a full job description)

COMMUNITY RESOURCE MANAGER

For Ukiah Office serving
Mendocino and Lake Counties in Northern California

JOB DESCRIPTION AND DUTIES: Under the supervision of the Director of Clinical and Community Services, the Community Resource Manager: works to develop services needed by people with developmental disabilities; determines what the services needs are and whether those needs are being met by existing resources or service development efforts; assists community groups and individuals in securing funding for needed services and resources; provides regional center staff with information on community resources and services; acts as liaison between vendors and the State Department of Developmental Services; assists vendors in establishing specialized services and monitors the quality of those services; responsible to coordinate, lead, and complete formal quality assurance evaluations for licensed residential homes in a two-county area; oversees transportation needs and services; and carries out other duties as assigned.

EMPLOYMENT QUALIFICATIONS:

EDUCATION: A Bachelor's Degree from an accredited college or university in social work, psychology, special education, sociology, public health, or other related field.

EXPERIENCE: Three years of full-time paid community organization or related experience. Preference will be given to experience in an agency serving people with developmental disabilities.

KNOWLEDGE AND ABILITIES: A knowledge of a wide variety of community resources, a knowledge of quality assurance processes, the ability to establish long-term working relationships with service providers and community agency personnel; a familiarity with planning models and best practices in providing services and supports to people with developmental disabilities; an ability to communicate well verbally and in writing. The ideal candidate should be a communicator and organizer with proven skills in developing and implementing innovative services and supports; able to take charge in accomplishing goals and objectives; a decision maker skilled in planning; flexible to changing situations and able to work as a team member; and have an interest in working in rural settings. Proficiency in the use of personal computers particularly for purposes of word processing and data collection, is required.

TRAVEL REQUIREMENTS: Travel, which may include overnight trips, is required for this position. Possession of a valid California driver's license, a reliable vehicle and adequate insurance is also required or the ability for independent transportation.

SALARY RANGE: starting at \$3988 per month. 8 step salary range.

CLOSING DATE: May 22, 2017 at 5PM

Please go to website www.redwoodcoastrc.org, ABOUT US tab, Career Opportunities link for more information and instructions on how to apply. Incomplete packets will not be considered.



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

I. Position Title: **COMMUNITY RESOURCE MANAGER**

II. Job Description and Duties:

Under supervision, the Community Resource Manager: works with vendors and potential vendors to develop services needed by people with developmental disabilities; determines what the needs of people with developmental disabilities are and whether those needs are being met by existing services or agencies; cooperates with and encourages other agencies to provide needed services and resources; acts as liaison to local, state and federal agencies on service development issues; assists community groups and individuals in securing funding for needed services and resources; provides regional center staff with information on community resources and services; is heavily involved in working with community groups concerned about issues affecting people with developmental disabilities; acts as liaison between vendors and the State Department of Developmental Services on issues such as vendorization, rates, and quality of services; assists vendors in establishing specialized services and monitors vendors; writes reports and maintains knowledge of current regulations; is involved in the evaluation of resources providing services; helps develop a good working relationship between the regional center and service providers; participates in advisory groups to the State Department of Developmental Services; consults with the Area Board on resource development issues; provides technical assistance to regional center staff, vendors, and community groups which supports current best practices in services to individuals with developmental disabilities; oversees transportation needs and services; and carries out other duties as assigned.

III. Minimum Employment Standards:

A. Education: Bachelor's Degree from an accredited college or university in social work, psychology, special education, sociology, public health, or other related field.

B. Experience: Three years of full-time paid community organization or related experience, Preference will be given to experience in an agency serving people with developmental disabilities.

C. Knowledge and Abilities: A knowledge of a wide variety of community resources, experience in quality assurance evaluation, the ability to establish long term working relationships with service providers and community agency personnel; a familiarity with planning models and best practices in providing services and supports to people with developmental disabilities; an ability to communicate well verbally and in writing. Proficiency in the use of personal computers, particularly for purposes of word processing and data collection, is highly desired.

D. Travel Requirements: Extensive travel, including overnight trips, is required for this position. Possession of a valid California Driver's license, reliable transportation and minimum vehicle insurance as prescribed by law or the ability to provide for independent transportation is also required



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IV. Other:

- A. This position requires extensive sitting in office settings, for meetings and occasional travel. Frequent walking, standing and occasional lifting up to 15 pounds with occasional bending, stooping, reaching and stretching to complete work duties. Adequate manual dexterity and coordination for operation of automobile, computer and other standard office equipment. Hearing and vision corrected to within normal limits. Any of the above with reasonable accommodation.
- B. This position requires the ability to work with demanding deadlines and to cope with complex and potentially stressful situations.

V. Supervision:

This position is supervised by the Director of Clinical and Community Services.

Core Competencies

- ☐ Responds to phone calls and e-mail in a timely fashion (usually within 24 hours)
- ☐ Keeps scheduled appointments and due dates
- ☐ Exhibits excellent verbal communication skills
- ☐ Exhibits excellent written communication skills
- ☐ Demonstrates a solid working knowledge of job-relevant portions of Title 17 (CCR), Lanterman Act (legislation) and Title 22 (CCR)
- ☐ Demonstrates knowledge of developmental disabilities and the social/clinical/psychological impact of such on the individual
- ☐ Articulates agency Vision Statement and Departmental Mission Statement in own words
- ☐ Demonstrates professional ethics in all aspects of work (honesty, integrity, respectful demeanor, accountable for actions)
- ☐ Exhibits a thorough understanding of Title 17 Vendorization process
- ☐ Exhibits a thorough understanding of Service Codes, Service Categories, and relevant regulations pertaining to each
- ☐ Demonstrates good resource development skills; including needs assessment, design of resource, development of resource, implementation of new service, and formative evaluation of service
- ☐ Demonstrates good quality assurance skills; including record review, interviewing, observation, and report writing



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- ☐ Demonstrates good technical assistance skills; including organizing materials, coaching, demonstration of methodology, teaching skills, and providing feedback
- ☐ Demonstrates understanding of Department of Developmental Services rate methodologies (including negotiated rates, contracted rates, usual and customary rates and rates set by DDS), rate negotiations
- ☐ Demonstrates ability to negotiate and write contracts with service providers which meet agency objectives as cost effective, equitable, and consumer-centered
- ☐ Exhibits ability to write Corrective Action Plans (CAPs) for service providers in conjunction with other team members
- ☐ Exhibits ability to facilitate and write excellent Person Centered Plans, Individual Support/Service Plans, and Positive Behavioral Support Plans and teaches to others
- ☐ Exhibits good knowledge of Positive Behavioral Support philosophy and methodology and teaches to others
- ☐ Exhibits good knowledge of alternative communication strategies for individuals with developmental disabilities and teaches to others
- ☐ Exhibits good knowledge of crisis support strategies and teaches to others
