



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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

Closes: August 24, 2018 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 bachelor's degree from any accredited college or university in social welfare, psychology, public health, special education, or other related field and two years of paid relevant experience is preferred; **or** a master's degree from any accredited college or university in one of the above fields. 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.
 - ✓ Purchase of service authorizations, along with their review for effectiveness in meeting the IFSP or IPP outcomes.



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- 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.