



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## POSITION ANNOUNCEMENT

(This is not a job description)

### CLIENT SERVICES MANAGER

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

#### **MIN. REQUIREMENTS:**

**Education/Experience:** A master's degree from an accredited college or university in a social or human services field is preferred with four years of increasingly responsible experience in a human services field preferably in a case-carrying or client contact position, or a bachelor's degree in a social or human services field with six years increasingly responsible full-time paid experience in human services with a case-carrying or client contact position. Supervisory experience in a human or social service system and experience in the provision of services to persons with developmental disabilities is preferred, and mandatory for persons with a bachelor's degree.

**Knowledge and Abilities:** Knowledge of the principles of providing case management services, Person Centered planning, ability to provide effective leadership, coaching, great organizational skills, good decision-making skills, good verbal and written communication skills, provide training and mentoring to Services Coordinators and other staff, ability to establish effective and supportive working relationships with vendors and other service providers, knowledge of personnel laws and best practices, general computer literacy with Microsoft software and data base software. Travel, including overnight trips is required for this position. This position requires reliable transportation, possession of a valid driver's license, minimum insurance requirements prescribed by law or ability to provide for independent transportation. Background check will be required prior to employment.

**Salary range:** Starting \$5,635/ month w/exc benefits (8 step salary range)

**Location:** FT Lakeport, CA

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) 462-6981 / e-mail: [HR@redwoodcoastrc.org](mailto:HR@redwoodcoastrc.org)

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

EOE



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## Job Description

**Title:** Client Services Manager

**Position Type:** Exempt, management

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

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

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



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- 11) Review and/or coordinate the review of client case records for completeness and conformity with Agency guidelines and/or State/Federal laws and regulations, providing training and guidance to unit staff as to gaps in documentation, title 19 notes, CDERs, service monitoring, et cetera.
- 12) Work cooperatively and collaboratively with other agencies, vendors, and community groups as needed to ensure accurate information about the regional center, its clientele, regional center policies and mandates. When necessary, act as an official liaison to specific agencies or organizations.
- 13) Be an active member of the Agency's fair hearing team, assisting as needed in informal and formal state level fair hearings.
- 14) Supervise, coach, and mentor support staff as needed and assigned to accomplish the above tasks.
- 15) Actively participate in Agency's Management Team meetings, Supervisor's meetings, and other Agency or community committees, work groups, and task forces as appropriate or requested by the Director of Client Services.
- 16) Other duties as assigned by the Director of Client Services or the Executive Director of Redwood Coast Regional Center.

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

## **Knowledge/Abilities:**

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

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

This position requires extensive sitting in office settings, for meetings and travel. Frequent walking, standing, and occasional lifting of up to 30 lbs with occasional bending, stooping, reaching and stretching to complete work duties is required. Adequate manual dexterity and coordination for



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operation of an automobile, computer and other standard office equipment is required for this position. Hearing and vision corrected to normal range. Any of the above may be met with reasonable accommodation.

This position requires the ability to work under pressure of deadlines and a fast-paced environment; cope with complex and often stressful situations; give attention to detail & learn new tasks quickly; work as a team and exhibit effective communication with team members; be predictable, reliable, and prompt attendance; interact with co-workers on-site; attend meetings; and be available for in-person communication; along with availing oneself to after-hour emergency on-call concerns.

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

**Responsible to:** Director of Client Services