



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

POSITION ANNOUNCEMENT

(This is not a full job description)

Team Leader

Redwood Coast Regional Center is currently recruiting for a Team Leader position with a minimum of a Bachelor's Degree from an accredited college or university in social welfare, psychology, public health, special education, or other related field; and four years experience as a Service Coordinator or similar case-carrying position in a regional center serving persons with developmental disabilities. Experience in crisis intervention, serious and persistent mental health disorders, autism and/or forensics is also preferred, but not required.

Under the supervision of Client Services Manager, the Team Leader 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: \$4100 /month 8 step range. This is a full time, non-exempt position.

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.

EOE



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JOB DESCRIPTION

Position Title: Team Leader

Supervised by: Client Services Manager

General Scope of Duties: Under the supervision of a Client Services Manager, provides high-level case coordination services to applicants and/or clients of complex cases, professional support to other unit members, assisting the Client Services Manager in staff orientation, training, and evaluation functions, and take on areas of specialization as needed by the unit and/or Agency. In addition to carrying reduced caseload, the Team Leader will act as a lead person, resource, guide, and role model for Service Coordinators.

Specific Job Duties:

- 1) Provide a high level of specialized service coordination (as detailed in core responsibilities) to a reduced caseload of complex, high needs applicants and/or clients, including but not limited to individuals with intensive emotional, mental and/or chemical health needs, individuals in crisis, clients with high level criminal involvement, and clients and families who have a history of severe interpersonal disturbances.
- 2) Provide on-site, hands on assistance and support to other Service Coordinators in the unit or branch office, assisting staff in analysis of complex cases and development of case planning.
- 3) Reviews, as requested by one's Supervisor, the work of Service Coordinators including reviewing Social Data Bases, Intake Referral Packets, Eligibility Case Files, Program Plans and advising on case management issues.
- 4) Handle time sensitive issues on uncovered caseloads when the regularly assigned Service Coordinator is absent due to illness or vacation including responding to emergencies, responding to urgent needs for assistance, attending scheduled annual/quarterly meetings, time sensitive intake meetings, IPPs, IFSPs, etc
- 5) Assist unit to provide generalized coverage for caseloads that are uncovered while a hiring process is proceeding, e.g. emergencies, intake and eligibility determinations, keeping IPPs current, etc.
- 6) Assist Client Services Manager in orientation of new staff and assist in training of regular staff, updating Service Coordinators in any changes in policies or procedures.
- 7) Will be a standing member of the Agency's On-Call/After Hours Response Team.
- 8) Assist the Client Services Manager by providing input about case assignments, training needs of staff, concerns in specific programs/schools, and may provide backup coverage for internal case staffings/reviews, and authorize routine Purchase of Service (POS) and Authorization Change Requests in the absence of Client Services Manager with the exception of any POS generated by the Team Leader.
- 9) Assist in the development of Memorandums of Understanding (MOUs) specific to the coordination, collaboration, and/or delivery of services specific to the Unit or Agency.
- 10) Other duties as assigned



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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, and two years of paid relevant experience; or a Bachelor's Degree from any accredited college or university in one of the above fields with four 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 crisis intervention, serious and persistent mental health disorders, autism and/or 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 a professional, 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 30 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; 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.

Supervision:

This position is supervised by the Client Services Manager for the specific age group or office of assignment.
