



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

I. Position Title: Employment Services Manager

II. Job Description and Duties:

Under supervision, the Employment Services Manager (ESM) is responsible for the coordination of activities related to the development of competitive integrated employment opportunities for people with developmental disabilities. The position must have a knowledge base in California Code of Regulations, Title 17, employment legislation, associated employment laws, policies, disability benefits planning, and other requirements. The position will require data collection and maintenance as related to employment outcomes. The position is also responsible for the collaboration with the vendor community, Department of Rehabilitation (DOR), County Offices of Education, Department of Developmental Services (DDS) and with the RCRC Clinical and Community Services departments. The position requires the ability to provide and/or coordinate trainings and presentation; the ability to analyze and collect data, the ability to research complex topics and be the agency lead on micro-enterprises, resources, customized employment, familiarity with employment trainings skills, discovery methodologies, curriculum, and act as a liaison to employment services, especially as related to ending Subminimum wage in California. Additionally, the position requires the ability to collaborate with RCRC vendors to ensure the services are providing opportunities for competitive integrated employment.

The position will model, train, guide, mentor, and support providers to do job coaching, job development, and customized employment, and increase their capacity to train job developers and coaches and builds their capacity to independently train and support their staff.

The position will develop and implement a county wide employment services apparatus and then replicate this model to the other three counties within RCRC's service area. The position will coordinate and build partnerships with Special Education programs to create employment opportunities.

III. Key Responsibilities:

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

1. Develops, recruits, and vendors employment service providers independently or in collaboration with the local Community Resource Manager.
2. Develops long-term business relationships to identify employer needs and advocate for the value individuals with disabilities add to the workplace.
3. Acts as consultant to employment service providers regarding best practices for competitive integrated employment.
4. Reviews client records maintained by service providers as necessary.
5. Provides technical assistance to Service Coordinators and all service providers to support clients obtain competitive integrated employment.
6. Assists in the investigation of complaints that involve vendor services as assigned and prepare plans of correction as necessary in a timely manner.



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7. Acts as a liaison to employment service providers and complete surveys and guidance for the successful transition away from Subminimum Wage.
8. Leads all Quality Assurance visits related to employment services. Prepare reports of finding and write plans of correction or technical assistance.
9. Ensures all employment service providers support competitive integrated employment, as stated in the law and regulation.
10. Supports vendors to eliminate sub-minimum wage, as per SB 639, before January 1, 2025, by performing the following activities:
 - a. Provide technical assistance.
 - b. Collect and maintain data regarding efforts to eliminate sub-minimum wage.
 - c. Be aware of and report any unmet service needs or additional service development that may be necessary to supplant or supplement existing employment services.
 - d. Ensure full compliance by all service providers with SB 639.
11. Conducts needs assessments to support and develop opportunities for competitive integrated employment.
12. Completes necessary paperwork and reports on a timely basis.
13. Participates in interagency committees and acts as a liaison to the All-Service Provider meeting.
14. Maintains knowledge of Lanterman Act, Title 17 and associated policies.
15. Acts as a liaison to local employment services and act as a communication link between the services and regional center.
16. Tracks and maintains employment data to assist with performance contract measures.
17. Promotes Employment First legislation to improve employment opportunities for individuals.
18. Facilitates and leads the Local Partnership Agreements for competitive and integrated employment.
19. Participates as a member of internal RCRC and Community Services Department committees, as assigned.
20. Facilitates partnerships with the business community to help promote competitive integrated employment opportunities for people served by RCRC.
21. Independently performs the listed responsibilities and coordinates with their supervisor as needed.

IV. Minimum Qualifications:

A Master's Degree from an accredited college or university in a business, vocational rehabilitation, rehabilitation counseling, social, or human service field is preferred with four years of increasingly responsible experience in a human services field, preferably in a community organizational role or related experience. —OR—

A Bachelor's Degree in a social or human services field with six years of increasingly responsible full-time paid experience may be considered.



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A master's level degree is preferred but is not required. Experience in an agency serving people with barriers to employment is preferred.

V. Knowledge and Abilities:

- Familiarity with business management strategies, such as the Lean business model and Six Sigma.
- The ability to establish long-term working relationships with agency and community partners.
- 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.
- Ability to set boundaries to assist others identify and resolve ethical or service conflicts.
- Ability to comprehend and interpret statutes, regulations, directives, policies and procedures.
- Ability to communicate in a clear and direct manner.
- Understanding of legal and professional documentation methods and requirements.
- Familiarity with planning models and best practices in providing services and supports to people with barriers to employment, such as Customized Employment and the Association of Community Rehabilitation Educators (ACRE) certifications.
- Ability to make sound decisions and develop action plans that are consistent with best practices, person centered thinking principles and RCRC's Vision Statement.
- Strong verbal and written communication skills.
- Proficiency in the use of personal computers for word processing and data collection.

VI. Other:

Travel Requirements:

- Requires reliable transportation, OR the ability for independent transportation.
- Extensive travel, including overnight trips, is required for this position.
- If driving, a valid California Driver's license and minimum vehicle insurance as prescribed by law is required.

This position requires extensive sitting in office settings, meetings, and occasional travel. It involves frequent walking, standing, and occasional lifting up to 15 pounds, with occasional bending, stooping, reaching, and stretching. Adequate manual dexterity and coordination for operating an automobile, computer, and standard office equipment are necessary. Hearing and vision corrected to within normal limits, or with reasonable accommodation.



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VII. Supervision:

This position is supervised by the Director of Community Services.

Employment Services Manager 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 good knowledge of employment services and how to support persons with Intellectual and Developmental Disabilities prepare for, seek out, obtain, and maintain meaningful employment.
- ☐ Exhibits good knowledge of the Department of Rehabilitation and how to support individuals access their services.
- ☐ Exhibits good knowledge of the Individual Education Plan process as it pertains to preparing for employment.
- ☐ Exhibits the ability to develop long-term business relationships to identify employer needs and advocate for the value individuals with disabilities add to the workplace.
- ☐ Exhibits a thorough understanding of Title 17 Vendorization process
- ☐ Exhibits a thorough understanding of Service Codes, Service Categories, and relevant



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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.
- ❑ 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 Plans for Employment, Individual Habilitation Service Plans and the ability to teach this skill to others.
- ❑ Exhibits good knowledge of Employment First Philosophy, Customized Employment, Supported Employment Positive Behavioral Support philosophy and methodology and the ability to teach these skills to others.
- ❑ Exhibits good knowledge of alternative communication strategies for individuals with developmental disabilities and the ability to teach these skills to others.
- ❑ Exhibits good knowledge of crisis support strategies and the ability to teach these skills to others.
