



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

Director of Early Childhood and Intake Job Description

Job Summary:

This position is responsible for providing leadership for all aspects of Early Childhood (ages 0 through 5) Client Services and for the intake and eligibility services provided by the Redwood Coast Regional Center (RCRC). Leadership for these services must be provided in accordance with the regional center's contract with the California Department of Developmental Services, the California Welfare and Institutions Code (those Sections designated as the Lanterman Act), relevant sections of the California Code of Regulations (particularly Title 17 and Title 22), and policies established by the Redwood Coast Regional Center Board of Directors. Leadership and management responsibilities must also be guided by the RCRC Vision Statement and a strong personal commitment to the principles of Person-Centered Thinking and Planning.

Essential Job Functions:

- Provides leadership, support, teaching, and modeling in carrying out the Vision, Mission and Values of Redwood Coast Regional Center Client Services and Early Childhood Department and Intake and eligibility team.
- Responsible for oversight, leadership, and organization of the Early Childhood Client Services Department of Redwood Coast Regional Center
 - Orients, trains, supervises and evaluates Early Intervention supervisors and Early Intervention staff members; provides case consultation when needed.
 - Develops procedures in accordance with best practice; evaluates service delivery effectiveness; conducts staff meetings; communicates Board and Management policies and procedures to staff; coordinates regional center services with community resources.
- Responsible for oversight, leadership, organization and coordination of the Agency's Early Start and/or over 3 intake and eligibility 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.
- Responsible for "child find" strategies, implementation and reporting. Builds relationships with related fields and organizations.
- Participates as a supportive member of the agency's Directors Team and Management Team and serves as a resource to both teams. Builds trustworthy relationships with all team members and agency staff as a whole.



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- Works with the Early Childhood Department along with other Client Services dept staff, agency's Directors and Management team to determine priorities, establish training and support needs, evaluate needed departmental resources, set departmental goals, and manage activities and projects in a timely manner.
- Responsible to develop and implement a process of evaluation and continuous quality improvement for all aspects of services provided by the Client Services Early Childhood Department.
- Works with the State Department of Developmental Services and the agency to assure provision of excellent services to Clients and families which meet and exceed the requirements in law and regulation, and which model best practices in social work and the field of developmental disabilities.
- Serve as liaison to DDS Early Start Department and to the State Department of Education for all communication regarding Early Start rules, regulations, services, etc.
- Maintain internal statistics and reporting, as necessary, for Early Start, Early Childhood, and Intake/Eligibility Services.
- Works with the entire staff of the Early Childhood Department along with Client Services staff, the agency's Directors and Management team to maintain guidelines and resources for service coordination and other duties within the department, including, but not limited to: training manuals, guidelines for professional practice, agency service guidelines, agency operational guidelines (including the Management Operations Manual), and other applicable reference manuals or documents.
- Works with the entire staff of the Client Services Early Childhood Department along with the agency's Directors and Management team to establish clear and consistent performance expectations for departmental staff.
- Responsible for overall job assignments and utilization of departmental resources within the Client Services Early Childhood Department to best accomplish the Vision, Mission and Values of the agency.
- With departmental and other agency staff, establishes and maintains collaborative, supportive and professional working relationships with agency service providers/vendors, community-based and generic providers of service and all other social and health care agencies. Participates in the development of or is responsible for the completion of interagency agreements or memoranda of understanding where required or desired.
- Participate in the fair hearing process for Early Start and Early Childhood issues.
- Attends local and state-level training and meetings regarding trends and evidence-based practices in the field of infant-toddler Early Childhood intervention.
- Serve as the local approval authority for Early Childhood's case management issues and decisions not requiring outside department involvement.
- Assures that the intent of the RCDSC Board of Directors policy to assure all persons served by the agency will be supported to live in the community, rather than institutional settings, is met.
- Serves as a representative of the regional center to the public, participates in RCDSC Board meetings, and assists the Executive Director with issues related to agency policy or services.

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- Carries out all required agency communications, both verbally and in writing, with adherence to professional communication standards and in a manner that supports the Vision, Mission and Values of Redwood Coast Regional Center
- Provide technical assistance to new and existing Intake /eligibility team members Early Start vendors.
- Monitor ES vendors, eligibility assessors regarding quality of service and work collaboratively with Community Resources to assure compliance. Communicate compliance to the Director of both community and Clinical Services.
- Works with special projects team to meet all regulatory requirements.
- Responsible for temporary or ongoing special projects or grants
- Other duties, as assigned.

Education/Experience:

A Master's degree or equivalent in Early Childhood Development, Infant, Child and Family Systems, Social Work or a closely related field and a minimum of five (5) years of increasingly responsible professional or administrative experience related to Early intervention, including at least two years of supervisory experience. Experience should include significant work with/for infants-toddlers with developmental and/or health disabilities. Knowledge of California's Early Start Program and Regional Center experience preferred.

Special Skills and Knowledge:

In depth knowledge of infant toddler Early Childhood development typical milestones and the needs of children 0 through 5; knowledge of case management philosophies and techniques; knowledge of early intervention services and needs of children 0 through 5; social and mental health service needs of the community and available community resources; knowledge of factors underlying work with individuals with developmental disabilities. Ability to provide training and information to Service Coordinators which may include typical and atypical development, identifying and providing resources such as effective transition to school tools and innovative practices. Must be knowledgeable of and able to convey effective support for the client and the family in Individualized Education Program meetings.

This position serves as the content expert for the Early Childhood services with RCRC and will require providing technical assistance to supervisors, Service Coordinators and other relevant regional center staff regarding early development, the early educational system and the transitional process.

This position will require the ability to interpret and apply a variety of legal requirements and policy standards; ability to analyze administrative problems and to put effective changes into practice, ability to plan and organize program activities; ability to plan, schedule and supervise the work of others and to evaluate performance; ability to formulate the establishment of objectives designed to achieve

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stated goals; ability to prepare or supervise the preparation of statistical and narrative reports; ability to establish and maintain effective working relationships with staff, clients, community representatives and others. Knowledge of interdisciplinary process. Knowledge of the theories, principles and practices of social work, leadership, teamwork, organization and time management, supervision and general personnel practices. Must have good knowledge of general computer use, word processing, spreadsheet and database software, and general statistical record keeping.

Must demonstrate cultural humility, have demonstrated experience with and sensitivity to the needs of ethnic minorities, underserved communities and other protected groups.

Supervision Exercised:

Provides leadership, support and supervision for RCRC Client Services Managers Early Childhood Units and for RCRC's Intake and eligibility staff.

Supervision Received:

This position reports directly to the Executive Director of Redwood Coast Regional Center

Travel Requirements:

This position requires extensive travel involving overnight trips throughout the four counties served by RCRC and California. This position requires a reliable form of transportation, possession of a valid driver's license, minimum vehicle insurance as prescribed by law, or the ability for independent transportation.

Other: Physical and Mental Requirements

Flexibility in work hours is required to meet the needs of the regional center constituency. Extensive sitting in office settings, for meetings and for travel. Frequent walking and standing, and occasional lifting of 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.

This position requires the ability to work under pressure of deadlines and a fast-paced environment, and, at times, to cope with complex and potentially stressful situations.



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Director of Early Childhood and Intake Core Competencies and Responsibilities

1 Client Service

- Interacts professionally with clients, families, allied agencies, and service providers.
- Demonstrates a strong understanding of infant and early childhood development, typical milestones and family systems.
- Demonstrates a strong understanding of developmental disabilities and the social, emotional, physical, and psychological impact of such on the individual and their 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 lifestyle, culture, hopes and dreams.
- Exhibits ability to facilitate and oversee the development of quality person centered Individual Program Plans (IFSP /IPPs), Individualized Family Service Plans (IFSPs), and Self-Directed Service Plans, as applicable to one's area of managerial responsibility.
- Demonstrates a good working knowledge of local resources and supports relative to one's area of managerial responsibility, including generic services and supports and regional center vendored services.
- Through training, coaching, and supervision, ensures the delivery of quality service coordination activities by each team member under one's direct supervision including, but not limited to, respectful and professional interaction with clients, families, providers and agency staff, timely response to phone calls, on site client monitoring visits, and the completion of services plans and all associated documentation (including SANDIS updates and documentation) in accordance to the timelines and expectation outlined in governing laws, regulation, DDS performance contract, and local regional center policies and procedures.
- Through training, coaching, and supervision, ensures the delivery of timely, supportive, and thorough intake and eligibility determination processes by team members under one's direct supervision including Early Start, ES to Lanterman, and over 3 Lanterman eligibility.



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2 Leadership/Team Player

- Promotes and demonstrates RCRC's Mission and Vision.
- Mentos Models and provides instruction as needed.
- Recognizes and reinforces individual team member's developmental efforts and improvements.
- Promotes a learning environment for their staff members, while establishing and clearly communicating performance expectations and outcomes that are specific and measurable.
- Provides regular constructive feedback to one's team members.
- 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

- Establishes 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).
- Demonstrates openness to new organizational structures, procedures, and technology.
- Takes personal responsibility for one's own job performance.

4 Communication Skills

- Exhibits excellent verbal and written communication skills.
- Exhibits active listening skills when receiving input on other's ideas and/or concerns.
- Clearly communicates information to team members, providers and others about 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, Director of Client Services, Management 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).



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5 Judgment

- Demonstrates a solid working knowledge of the Lanterman Act, Title 17 regulations, federal laws/regulations (e.g., Part C, HCBW), and Agency policy and procedures as it relates to intake and eligibility criteria, IPP/IFSP/ SDS development, service coordination responsibilities, the parameters for service authorization and the monitoring for service delivery and quality assurance.
- Continuously drafts, updates and proposes policies and procedures used throughout the unit to ensure compliance with existing laws and Agency philosophy.
- 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 accomplished and takes action before being asked or the situation requires it.
- Quickly identifies the central or underlying issues in a complex situation.
- Approaches challenging tasks with a "can-do" attitude.

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.

8 Computer/Technical Skills

- 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 and its various modules, ADP, Microsoft Outlook, Excel, and Microsoft Word.