



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

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 their 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, Early Start Regulations, Redwood Coast Regional Center' Vision Statement, State/Federal laws and regulations, including Early Start and Part C, 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, Early Start Coordinators, 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 they are not meeting the expectations for their position.
- 8) Participate, as assigned, in the coordination and oversight of the Agency's Early Start and/or 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; 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.



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- 10) In relation to one's assigned responsibilities, on a timely basis, review and approve Individual Family Service Plans (IFSPs) and 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.
- 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/ESRs, service monitoring, et cetera.
- 12) Serve as the primary contact for SSIP and Early Start audits, working with representatives from DDS to provide information, resolve issues, and recommend changes to policies and procedures as needed. (Early Start Client Services Manager)
- 13) 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.
- 14) Be an active member of the Agency's fair hearing team, assisting as needed in informal and formal state level fair hearings.
- 15) Supervise, coach, and mentor support staff as needed and assigned to accomplish the above tasks.
- 16) 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.
- 17) 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 service 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.



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- 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 20 lbs with occasional bending, stooping, reaching and stretching to complete work duties is required. Adequate manual dexterity and coordination for 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 within a fast-paced environment and to cope with complex and often stressful situations, 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

See Attached List of Core Competencies



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Client Services Manager **Core Competencies and Responsibilities**

1 Client Service

- 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 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 life style, culture, hopes and dreams.
- Exhibits ability to facilitate and oversee the development of quality person centered Individual Program Plans (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.

2 Leadership/Team Player

- Promotes and demonstrates RCRC's Mission and Vision.
- 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.



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- 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 actively 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).

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.



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- 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.