



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

I. Position Title: FAMILY HOME AGENCY MANAGER

II. Salary Range: \$5550-\$7809, Exempt Status

III. Job Description and Duties:

Under the supervision of the Quality Assurance/Improvement Manager, the Family Home Agency (FHA) Manager is responsible to develop Family Home Agencies, Family Teaching Home Agencies, Foster Family Agencies and other Family Home Agency models that provide services needed by children and adults with intellectual disabilities and other regional center eligible developmental disabilities; determines the needs associated with family home services and whether those needs are being met by existing resources or other service development efforts; assists community groups and individuals in securing funding for needed family home agencies and resources; provides regional center staff with information on family home agency models; acts as liaison between FHA vendors and the State Department of Developmental Services; assists FHA vendors in establishing specialized services and monitors the quality of those services; responsible to coordinate, lead, and complete formal quality assurance evaluations for Family Home Agencies in a four-county area; and carries out other duties as assigned. The position must have a knowledge base in California Code of Regulations, Title 17 with particular emphasis on family home regulations and best practices, policies and other requirements is strongly recommended. The position will require data collection and maintenance thereof as related to Family Home Agencies. The position is also responsible for the collaboration with the vendor community, Department of Developmental Services and with the RCRC Community Services team. The position requires the ability to provide and/or coordinate trainings and presentations; research and be the agency lead on family home models.

IV. Key Responsibilities:

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

1. Promotes a positive work environment that aligns with RCRC's Vision Statement and Department Mission Statement by integrating these guiding principles into daily tasks and interactions with colleagues.
2. Acts as consultant to all vendors contracted with Regional Center that provide Family Home Agency Services, including Adult Family Home Agencies, Family Teaching Home Models and/or Foster Family Agencies.
3. Leads the development of Family Home Agency Services, Intermediate Care Facilities and non-negotiated rate homes licensed by Community Care Licensing.
4. Conducts needs assessment, procurement activities, rate negotiation and contract development, in collaboration with CPP/CRDP team members.
5. Provides technical assistance, support and monitoring of family home agencies and like models to ensure the compliance of regulation and person-centered practices.
6. Acts as a liaison between the family home agencies and regional center Service



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Coordinators to ensure that there is good matching between agencies, homes and individuals.

7. Investigates reports of complaints that involve vendor services and as assigned, prepare plans of correction as necessary in a timely manner.
8. Leads Quality Assurance activities related to family home models, including the Annual Review, DDS Audit and Corrective Action Plans. Prepares reports of findings and ensures completion of Corrective Action Plans.
9. Ensures all programs provide services in accordance with person centered practices and principles, laws and regulations.
10. Facilitates the completion of Family Home Agency monitoring and unannounced visits.
11. Works collaboratively with providers and all others to identify strategies to increase the options offered to the individuals served in the RCRC Catchment area.
12. Collects and maintains data regarding all Family Home Agency activities.
13. Completes necessary paperwork and reports on a timely basis.
14. Participates in interagency committees.
15. Maintains knowledge of Lanterman Act, Title 17, Title 22, and associated policies.
16. Acts as primary liaison to Community Care Licensing.
17. Participates as a Community Service team member and as a member of the agency and community committees as assigned.
18. Facilitates partnerships with the Department of Developmental Services, Department of Social Services, Mental Health Services, and other community partners as needed.

V. Minimum Qualifications:

Education: Master's Degree from an accredited college or university in social work, psychology, special education, sociology, public health, or other related field is preferred or a Bachelor's Degree in a social or human services field with six years increasingly responsible full-time paid experiences.

Experience: Six years of full-time paid community organization or related experience. Preference will be given to experience in an agency serving people with developmental disabilities.

VI. Knowledge and Abilities:

- A. Knowledge of and the ability to integrate RCRC's Vision Statement, Person Centered Thinking and the Community Services Department Mission Statement into daily tasks and interactions with colleagues.
- B. Knowledge of a wide variety of community resources.
- C. Proficiency in quality assurance and improvement, including unannounced/site visits, audit processes and administration of corrective action/technical assistance plans (CAP/TAP).



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- D. Ability to effectively collaborate with service providers and community agency personnel.
- E. Ability to set boundaries and assist others to identify and resolve ethical or service conflicts.
- F. Ability to evaluate complex situations, weigh ethical implications, and make principled decisions consistent with Person Centered Thinking.
- G. Ability to resolve ethical conflicts through open dialogue and teamwork.
- H. Knowledge of service design development, including related curriculum; quality of life components; and best practices in providing services and supports to people with developmental disabilities.
- I. Ability to make sound decisions and develop action plans that are consistent with best practices, person centered thinking principles and RCRC's Vision Statement.
- J. Ability to clearly express ideas in both verbal and written form with the ability to adjust communication style to suit different audiences.
- K. Proficiency in using computers for tasks such as word processing and data collection.
- L. Ability to carry out the key responsibilities of the position with minimal supervision or guidance.

VII. Other:

- A. Supervision: This position is an exempt position supervised by the Quality Assurance/Improvement Manager.
- B. Travel Requirements: Extensive travel, including overnight trips, is required for this position. Possession of a valid California Driver's license, reliable transportation and minimum vehicle insurance as prescribed by law or the ability to provide independent transportation is also required.
- C. This position requires extensive sitting in office settings, for meetings with extensive travel, including overnight trips. Frequent walking, standing and occasional lifting 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. Performs any of the above with reasonable accommodation.
- D. This position requires the ability to work with demanding deadlines and to cope with



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Employment Services Manager Core Competencies

- A. Knowledge of and the ability to integrate RCRC's Vision Statement, Person Centered Thinking and the Community Services Department Mission Statement into daily tasks and interactions with colleagues.
- B. Ability to articulate the agency Vision Statement and Departmental Mission Statement in their own words.
- C. Ability to make sound decisions and develop action plans that are consistent with best practices, person centered thinking principles and RCRC's Vision Statement.
- D. Ability to set boundaries and assist others to identify and resolve ethical or service conflicts.
- E. Ability to evaluate complex situations, weigh ethical implications, and make principled decisions consistent with Person Centered Thinking.
- F. Ability to resolve ethical conflicts through open dialogue and teamwork.
- G. Responds to phone calls and e-mail in a timely fashion (usually within 24 hours).
- H. Keeps scheduled appointments and due dates.
- I. Ability to clearly express ideas in both verbal and written form with the ability to adjust communication style to suit different audiences.
- J. Demonstrates a solid working knowledge of job-relevant portions of Title 17 (CCR), Lanterman Act (legislation) and Title 22 (CCR).
- K. Knowledge of a wide variety of community resources.
- L. Demonstrates knowledge of developmental disabilities and the social, clinical, and psychological impact on the individual.
- M. Exhibits a thorough understanding of Title 17 Vendorization process.
- N. Exhibits a thorough understanding of Service Codes, Service Categories, and relevant regulations pertaining to each.
- O. Demonstrates good resource development skills; including needs assessment, service design development, and the implementation of new services.
- P. Ability to support prospective vendors create service designs that blend evidence-based practices and person-centered approaches into innovative service delivery models that enhance the quality of life for people with developmental disabilities.
- Q. Demonstrates an understanding of Department of Developmental Services (DDS) rate setting methodologies, including but not limited to the following: negotiated rates, contracted rates, usual and customary rates, and DDS set rates.
- R. Demonstrates ability to negotiate and write contracts with service providers which meet agency objectives as cost effective, equitable, and client centered.
- S. Proficiency in quality assurance and improvement activities, including unannounced/site visits, audit processes and administration of corrective action/technical assistance plans (CAP/TAP).
- T. Demonstrates good technical assistance skills; including organizing materials, coaching, demonstration of methodology, teaching skills, and providing feedback.
- U. Exhibits ability to write Corrective Action Plans (CAPs) for service providers in conjunction with other team members.



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- V. Exhibits ability to facilitate and write excellent Person-Centered Plans, Individual Service Plans and the ability to teach this skill to others.
- W. Exhibits good knowledge of alternative communication strategies for individuals with developmental disabilities and the ability to teach these skills to others.
- X. Exhibits good knowledge of crisis support strategies and how to connect others to available crisis services.
