



# 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 Client Services departments. The position requires the ability to provide and/or coordinate trainings and presentations, 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. 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 mentor and support existing day and employment providers to deliver job coaching, job development, and customized employment. The position will provide training to vendors, increasing their capacity to train and support their staff, including job developers and coaches.

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.

The position will provide training and guidance to RCRC Service Coordinators regarding Paid Internship Programs and Customized Employment.

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 service providers regarding best practices for competitive integrated employment.



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

4. Reviews client records maintained by service providers as necessary.
5. Provides technical assistance to Service Coordinators and all service providers to support clients to 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.
7. Participates and collaborates in Quality Assurance visits related to vendored services. Contributes to reports of findings and writing plans of correction or technical assistance as appropriate.
8. Ensures all relevant service providers support competitive integrated employment, as stated in the law and regulation.
9. Conducts needs assessments to support and develop opportunities for competitive integrated employment.
10. Completes necessary paperwork and reports on a timely basis.
11. Participates in interagency committees and acts as a liaison to the All-Service Provider meeting.
12. Maintains knowledge of Lanterman Act, Title 17 and associated policies.
13. Acts as a liaison to local employment services and act as a communication link between the services and regional center.
14. Tracks and maintains employment data to assist with performance contract measures.
15. Promotes Employment First legislation to improve employment opportunities for individuals.
16. Facilitates and leads the Local Partnership Agreements for competitive and integrated employment.
17. Participates as a member of internal RCRC and Community Services Department committees, as assigned.
18. Facilitates partnerships with the business community to help promote competitive integrated employment opportunities for people served by RCRC.
19. Independently performs the listed responsibilities and coordinates with their supervisor as needed.

### **III. Minimum Employment Standards:**

- A. Education: A Bachelor's Degree from an accredited college or university in a business, vocational rehabilitation, rehabilitation counseling, social, human service field or other related field.
- B. Experience: Three years of increasingly responsible experience in a human services field, preferably in a community organizational role or related experience. Preference will be given to individuals with experience in an agency serving individuals who experience barriers to employment.



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## C. 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 individuals who experience 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.

## D. 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 for independent transportation is also required.

## IV. Other:

- A. This position requires extensive sitting in office settings, for meetings and occasional travel. 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. Any of the above with reasonable accommodation.
- B. This position requires the ability to work with demanding deadlines and to cope with complex and potentially stressful situations.

## V. **Supervision:** This position is supervised by the Housing/Specialized Development Manager.



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## **Employment Services Manager** **Core Competencies**

### **1. Knowledge of Developmental Disabilities and Manager Responsibilities**

- a. Interacts professionally with clients, families, service providers, and other community partners.
- b. Demonstrates a strong understanding of developmental disabilities and the social, emotional, physical, and psychological impact of such on the individual and his/her family throughout the lifespan.
- c. 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.
- d. Demonstrates a strong working knowledge of local resources and supports, including cost effective natural, generic, and regional center funded services and supports.
- e. Demonstrates a clear understanding of the governing laws, regulations, and agency policies and procedures related to the position, including but not limited to:
  - i. California Welfare and Institutions Code
  - ii. California Code of Regulations Titles 17 and 22
  - iii. Lanterman Act (legislation)
  - iv. Federal Code of Regulations
  - v. Management Operations Manual
  - vi. Community Services Procedures
- f. Exhibits good knowledge of employment services and how to support individuals with Intellectual and Developmental Disabilities prepare for, seek out, obtain, and maintain meaningful employment.
- g. Exhibits good knowledge of the Department of Rehabilitation and how to support individuals to access their services.
- h. Exhibits good knowledge of the Individual Education Plan process as it pertains to preparing for employment.



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- i. 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.
- j. Exhibits a thorough understanding of Title 17 Vendorization process.
- k. Exhibits a thorough understanding of Service Codes, Service Categories, and relevant regulations pertaining to each.
- l. 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.
- m. Demonstrates good resource development skills; including needs assessment, design of resource, development of resource, implementation of new service, and formative evaluation of service.
- n. Demonstrates ability to negotiate and write contracts with service providers which meet agency objectives as cost effective, equitable, and client-centered.
- o. Exhibits ability to write Corrective Action Plans (CAPs) for service providers in conjunction with other team members.
- p. Exhibits ability to facilitate and write excellent Person-Centered Plans, Individual Support/Service Plans, and Positive Behavioral Support Plans and teaches to others.
- q. Exhibits good knowledge of crisis support strategies and teaches to others.
- r. 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.
- s. Exhibits good knowledge of alternative communication strategies for individuals with developmental disabilities and the ability to teach these skills to others.
- t. Exhibits good knowledge of crisis support strategies and the ability to teach these skills to others.



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## **2. Teamwork**

- a. Promotes and demonstrates Redwood Coast Regional Center's (RCRC) Mission and Vision.
- b. Represents RCRC in a professional and positive manner.
- c. Functions autonomously when needed within the parameters of the job description and utilizes prudent, professional judgment and seeks assistance when needed by consulting with supervisor or other management and/or clinical department staff.
- d. Maintains working relationship with their supervisor through regular consultation sessions and by keeping them apprised of any service provider, client and/or family situation for which there is elevated concern.
- e. Promotes and engages in effective inter/intra-agency cooperation.
- f. Demonstrates the ability to initiate, and engage in, effective working relationships with RCRC staff and other agencies to promote successful outcomes for the clients served by RCRC.
- g. Provides professional assistance, consultation, mentoring, training, and coaching to agency staff and vendors, including but not limited to: problem solving, documentation, service reviews, and person-centered thinking.

## **3. Adaptability and Dependability**

- a. Ability to maintain professional boundaries and demeanor even under pressure and during difficult situations.
- b. Demonstrates openness to new organizational structures, procedures, and technology.
- c. Independently prioritizes work responsibilities to meet client and Agency needs, along with expected outcomes and deadlines.
- d. Takes personal responsibility for their job performance and demonstrates a commitment to professional growth and development through ongoing participation in training and literature review.
- e. Demonstrates good leadership skills and the ability to provide supervision and guidance to unit team members.
- f. Ability to interact professionally with co-workers on-site; attend meetings and be available for in-person communication.



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

- g. Keeps scheduled appointments and due dates.

## 4. Communication Skills

- a. 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.
- b. Ability to communicate clearly and accurately (verbal and written), at the highest professional level with others using plain language and in a culturally sensitive manner.
- c. Exhibits active listening skills when receiving input on other's ideas and/or concerns.
- d. Clearly communicates information to team members, providers and others in regard to actions necessary to provide best service to clients and meet RCRC, State and Federal mandates and/or policies/procedures.

## 5. Judgement

- a. Demonstrates the ability to make sound decisions and develop action plans that are consistent with best practice for clients that are guided by person centered principles, RCRC's vision, and the Community Services Department mission and values.
- b. Engages in difficult situations in a calm and positive outcome-focused manner.
- c. Demonstrates professional ethics in all aspects of work including, but not limited to, confidentiality, honesty, respectful demeanor, and accountability for one's actions.
- d. 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

- a. Anticipates potential barriers and develops contingency plans in advance.
- b. Identifies needed actions before being asked or the situation requires, within the scope of the job responsibilities and coordinates with their supervisor on these actions.
- c. Quickly identifies the central or underlying issues in a complex situation.
- d. Approaches challenging tasks with a "can-do" attitude.
- e. Demonstrates the ability to coordinate and oversee special projects, as assigned.



# Redwood Coast Regional Center

Respecting Choice in the Redwood Community

## **7. Computer/Technical Skills**

- a. Responds to phone calls and emails in a professional and timely manner, generally within two business days.
- b. Displays proficiency using standard office equipment such as a computer, fax, photocopier, scanner etc.
- c. 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, ADP, Microsoft Outlook, and Microsoft Word.

\*\*\*