



Director of Client Services Job Description

Job Summary:

This position is responsible for providing leadership for all aspects of Client Services provided by the Redwood Coast Regional Center (RCRC) Client Services Department. 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:

- Responsible for oversight, leadership, and organization of the Client Services Department of Redwood Coast Regional Center, including the Self Determination Program.
- Provides direct supervision of Client Services Managers and the Client Services Department's Administrative Assistant.
- Responsible for oversight of the fair hearing process for the Agency.
- 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.
- Provides leadership, support, teaching, and modeling in carrying out the Vision, Mission and Values of Redwood Coast Regional Center and the Client Services 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.
- 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.
- Works with the entire staff of the Client Services Department along with the 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.



Redwood Coast Regional Center

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- Works with the entire staff of the Client Services Department along with 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 Department along with the agency's Directors and Management team to establish clear and consistent performance expectations for departmental staff.
- Responsible to develop and implement a process of evaluation and continuous quality improvement for all aspects of services provided by the Client Services Department.
- Responsible for overall job assignments and utilization of departmental resources within the Client Services 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.
- 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.
- Represents the regional center in an administrative capacity at fair hearings, depositions and other forensic involvements.
- Works collaboratively with other agency departments and staff to develop new community resources for persons served.
- 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.

Education/Experience:

A master's degree or equivalent in social work or a closely related field and a minimum of five years of social work or closely related experience, two years of which shall have been in a supervisory or department head capacity.

Special Skills and Knowledge:

Knowledge of the theories, principles and practices of social work, leadership, teamwork, organization and time management, supervision and general personnel practices, training and budgeting. Must possess strong team building and problem



Redwood Coast Regional Center

Respecting Choice in the Redwood Community

solving skills. Knowledge of the needs and issues of persons with developmental disabilities, how to conduct assessments, general principles of case management, and quality assurance. Must have good knowledge of general computer use, word processing, spreadsheet and database software, and general statistical record keeping. Must have demonstrated experience with and sensitivity to the special needs of ethnic minorities and other protected groups.

Supervision Exercised:

Provides leadership, support and supervision for Client Services Managers and Administrative Assistant.

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

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. 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.