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:

Disclaimer: Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.

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.

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.
- 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.

Redwood Coast Regional Center's Workplace Security Policy:

Employee security responsibilities:

- Access only the systems, data, and physical spaces required for your position.
- Keep credentials confidential, never share or reuse them and use multi-factor authentication (MFA) where implemented.
- Immediately report suspected credential compromise, security incidents or any suspicious activity, or potential risk, to the ITG Team and/or your supervisor.
- Complete all required security and data protection trainings on time.
- If working out of the office such as in the field, use secure connections and compliant, protected devices; do not access or store confidential information on unsecured networks or personal devices without authorization
- Return all organizational assets upon termination of employment or at the end of your contract and cooperate with HR/IT to promptly remove system access.
- Understand that violations of security policies and procedures may result in disciplinary action, including termination of employment and/or legal action.

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. 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 or Associate Director of Client Services

See Attached List of Core Competencies

Client Services Manager