Redwood Coast Regional Center

Respecting Choice in the Redwood Community

JOB DESCRIPTION

Position Title: **Team Leader**

Supervised by: Client Services Manager

General Scope of Duties: Under the supervision of a Client Services Manager, provides high-level case coordination services to applicants and/or clients of complex cases, professional support to other unit members, assisting the Client Services Manager in staff orientation, training, and evaluation functions, and take on areas of specialization as needed by the unit and/or Agency. In addition to carrying reduced caseload, the Team Leader will function as a lead person, resource, guide, and role model for service coordinators.

Specific Job Duties:

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) Provide a high level of specialized service coordination (as detailed in core responsibilities) to a reduced caseload of complex, high needs applicants and/or clients, including, but not limited to, individuals with intensive emotional, mental and/or chemical health needs, individuals in crisis, clients with high level criminal involvement, and clients and families who have a history of severe interpersonal disturbances. For younger children and families, this may include children in a foster care setting, children of parents who display complex family dynamics or who have complex, high needs themselves.
2) At a minimum, have a basic working knowledge of the Self-Determination Program (SDP), informing current clients/families of the program and assisting them in accessing SDP, if requested.
3) Provide on-site, direct assistance and support to other service coordinators in the unit or branch office, assisting staff in analysis of complex cases and development of case planning.
4) Reviews, as requested by one's Supervisor, the work of service coordinators including the review of social databases, intake referral packets, eligibility case files, program plans and advising on case management issues.
5) Handle time sensitive issues on uncovered caseloads when the regularly assigned service coordinator is absent due to illness or vacation including responding to emergencies, responding to urgent needs for assistance, attending scheduled annual/quarterly meetings, time sensitive intake meetings, IPPs, IFSPs, etc.
6) Assist unit in providing generalized coverage for vacant caseloads while a hiring process is occurring, e.g., emergencies, intake and eligibility determinations, quarterlies keeping IFSPs/IPPs current, etc.
7) Assist Client Services Manager in orientation of new hires within the unit and assist in the training of regular staff.
8) Assist the Client Services Manager by providing input about case assignments, training needs of staff, concerns in specific programs/schools, and may provide backup coverage for internal case staffing and reviews and authorize routine Purchase of Service (POS) and

authorization change requests in the absence of Client Services Manager, with the exception of any POS or authorization change generated by the Team Leader.

9) Apart from the Early Childhood Team Leader(s), Team Leaders will be a standing member of the Agency's On-Call/After Hours Response Team.
10) Assist in the development of Memorandums of Understanding (MOUs) specific to the coordination, collaboration, and/or delivery of services specific to the Unit or Agency.
11) Establish and maintain professional, collaborative liaison relationships with the various Departments within RCRC, California State Department of Developmental Services (DDS), County Schools, County Behavioral Health and Social Services, and providers of services. Such relationships shall also include assistance with community education, outreach activities, and the nurturing of professional working relationships with clients, families, and the RCRC.
12) Other duties as assigned.

Educational and Experiential Requirements:

A master's degree from any accredited college or university in social welfare, psychology, public health, special education, or other related field, and two years of paid relevant experience; or a bachelor's degree from any accredited college or university in one of the above fields with four years of paid relevant experience. Regional center experience as a Service Coordinator or similar case-carrying position serving persons with developmental and intellectual disabilities is preferred. Experience in crisis intervention, serious and persistent mental health disorders, autism and/or forensics is also preferred, but not required.

Necessary Skills and abilities:

Ability to work autonomously and to self-initiate; teach others a variety of tasks in a professional, effective manner; use analytical judgement in complicated situations; express self effectively and professionally to others, including persons in community agencies; be a strong, effective advocate and collaborator; ability to facilitate family and client focused service provisions; ability to establish long term working relationships with service providers and community agency personnel; express self clearly and logically in written work. Experience and ability to work in a "team" environment is necessary for the success of this position. The ability to demonstrate leadership skills is important.

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:

There may be occasional travel within the four counties served by RCRC, including occasional overnight trips and possible infrequent travel outside regional center catchment area. Position requires reliable transportation, a valid California Driver's License and vehicle insurance as per the minimum requirements of the State of California or the ability to obtain independent transportation.

Physical requirements include 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. Adequate manual dexterity and coordination for operation of an automobile, a computer, and other standard office equipment is required for this position. Any of the above 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.