



Under the general direction of the Executive Director, manages the Community Services Division, to include Community Engagement, Resource Development and Transportation, and the Quality Assurance Departments. Plans, organizes and directs the overall work of the assigned employees. Develops Departmental policies, goals and systems and directs their implementation while maintaining communication with other affected agency departments. Ensures that appropriate information on Regional Center services is provided to the Community and provides necessary training as applicable. Works to identify unmet needs for services and/or resources and assist the Community in identifying ways to meet these needs. Promotes the agency's vision with the Community and staff. Monitors quality control of the agency's work product and overall customer service. Serves as mediator in resolving difficult or unusual situations; hear community agency grievances as required. Responsible for submission of the Agency's Annual Performance Contract. Conducts overall fiscal analysis of service providers to assess costs and recommend actions. Provides input into program design, helps facilitate and negotiate payment rates for providers. Tracks service provider contracts and monitors compliance with agreements, statutes, and current regulations. Acts as liaison with other regional centers, various community agencies, boards, policy groups and planning committees. Attends various meetings as required. Continuously works toward meeting the goals and objectives of Westside Regional Center.

SUPERVISION EXERCISED:

Directly supervises Program Manager- Community Services, Community Services Specialist – Fiscal Monitor, Dental Coordinator, Employment Specialist, Home and Community Based Services (HCBS) Program Evaluator, BCBA and nurse consultants as well as Administrative Assistant.

DUTIES AND RESPONSIBILITIES:

Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed or may perform related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

A. Essential Job Specific Duties:

1. Responsible for the management of vendorization, contract development, program evaluation, and quality assurance of department and providers
2. Coordinates and implements the development of a wide variety of services to assist persons with developmental disabilities to achieve integrated, independent and productive lives
3. Participates in the development of department goals, establishes department systems, and directs the implementation of goals, objectives, policies, procedures and work plans
4. Directs identification, recruitment and contracting with service providers; ensures provision of information and technical assistance to potential and current service providers
5. Coordinates agency input into program design, negotiates and secures approval on payment rates
6. Reviews fiscal analyses of service provider cost statements, and recommends actions
7. Directs development of agency quality assurance programs, consistent with Title XVII and other regulations
8. Interprets and communicates quality assurance and related standards to case management staff in collaboration with the Director of Client Services

9. Directs and oversees all investigations, complaints, and vendorization compliance issues involving service providers, consistent with statute, regulation, contract, and other regulations
10. Reviews all provider investigations and decisions and recommends actions
11. Directs development of service provider contracts to ensure compliance with statute, regulations, contract requirements, and Department of Developmental Services (DDS) directives
12. Oversees tracking of service provider contracts
13. Directs development of Community Services Department Policies and Procedures and ensures they remain current with changes in regulation or statute impacting rates, vendorization, resource development, quality assurance, and record retention
14. Communicates changes to other impacted agency department-heads
15. Oversees hiring, training, supervision, evaluation of department staff
16. Participates on agency leadership teams, represents the agency in transactions with outside parties, and may serve as staff support for committees of the Board of Directors when assigned
17. Monitors ongoing compliance with statute and regulation and oversees systems for ensuring positive audit outcomes
18. Works collaboratively with DDS staff on various tasks such as audits, community placement plan/community resource development plan, disparity projects, client employment and HCBS compliance.
19. Provides training and other informational presentations to staff, WRC Board and community.
20. Performs other like duties as assigned

B. Other Job Specific Duties:

1. Maintains respectful and clear communication with supervisor and coworkers
2. Accepts guidance, constructive advice and supervision
3. Seeks clarification or support, as needed
4. Work alternative hours as required
5. Attend all meetings, trainings, and conferences as assigned
6. Maintains safe and functional work environment

MINIMUM QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skills, and abilities required to satisfactorily perform the essential duties and responsibilities.

Knowledge of:

- Current legislation and regulations as it relates to the development, implementation and evaluation of services for individual with developmental disabilities
- Strong understanding of the support needs and service approaches needed for serving individuals with developmental disabilities
- Microsoft Word, Excel, PowerPoint, Outlook or similar software applications
- Employment law and personnel practices and policies
- Principles and practices of organization and management
- Legal and risk management principles

Ability to:

- Multi-task, work well under pressure, prioritize and produce within deadlines
- Develop, motivate, train and manage personnel
- Maintain strict adherence to all confidential laws

- Establish and maintain effective communications and operational network by communicating with others effectively and respectfully
- Read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Write reports, business correspondence, strategic plans and procedure manuals
- Convey complex information and ideas (including policies, procedures, regulations and expectations) to diverse groups clearly, concisely, verbally and in writing
- Demonstrate excellent customer service
- Demonstrate empathy, respect, and support cultural awareness

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Master's Degree in Social Work or related field with emphasis on administration from an accredited school
- Five (5) years of increasingly responsible professional experience, including or supplemented by five (5) years of management experience. Experience should include minimum of three (3) years of work with individuals with developmental disabilities.
- A combination of education and experience may be considered

OTHER REQUIREMENTS

- Possession of a valid California Driver's License and State automobile insurance, and acceptable driving record substantiated by a DMV printout
- Full use of automobile or ability to provide for independent transportation
- Must be able to drive to various sites as assigned on a daily basis

WORK ENVIRONMENT:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- *Work is primarily performed in professional office environment*
- *Manual dexterity for typing on a computer keyboard*
- *Sitting for extended period of time*
- *Vision required to view computer monitor, read numbers and printed material*
- *Mobility sufficient to reach, lift and transport files and other work material to work areas.*
- *Mobility sufficient to visit branch offices, clients' homes, community services provider's sites and public meetings*