



Client Services Program Manager

PURPOSE:

Reporting to the Director of Client Services, Program Managers are responsible for continuous planning, coordination of services and resources in a unit engaged in case management, community planning and evaluation, and a program plan for each individual we serve that sets forth thoughtful, well considered and attainable goals designed to enhance the lives of the families and individuals we support. Program Managers are well versed the person-centered thinking approach and supervise a staff of up to 20 at varying skill level and experience.

NATURE OF WORK:

In accordance with Westside's CORE criterion, policies, and each employee's position description:

- To supervise, select, train and develop staff
- To assign and review work
- To audit cases and caseloads (both ongoing and annually)
- To evaluate performance relative to job duties, and audit results pursuant to Agency mandated deadlines set forth in each employee's position description
- To ensure adequate coverage of all case loads in the unit at all times.

Utilizing guidance, effective management and motivation, promotes rationale for and ensures staff's adherence to:

- Agency and related (DDS, ARCA, etc.) external policies
- Procedures, standards and guidelines governing employee productivity and quality of work performed
- Training requirements
- Attending regular unit meetings
- Attending mandatory All Staff, Department and other meetings.

Caseload Criteria:

Children:

- To ensure IEP/Psychological evaluations are obtained
- To ensure FCP has been appropriately assessed
- To ensure institutional deeming has been pursued, when appropriate
- To ensure parental responsibility has been assessed
- To ensure transitional planning has occurred

Adults:

- To ensure ISP Day program documentation
- To ensure ILS/SLS documentation
- To access generic resource of SSI/IHSS and public transportation
- To ensure emergency planning has been addressed
- To monitor requirements for people living outside the family home

Residential:

- To demonstrate knowledge/expertise and the ability to apply Title 17 and Title 22 regulations
- To prepare timely, accurate and thorough PASSAR reports when a client is admitted to SNF
- To coordinate case management and provide resources to residential facility staff at assigned facilities (facility liaison)
- To collaborate with DCFS and residential facilities to insure all details of transition occur when age appropriate
- To ensure proper and appropriate utilization of ILS/SLS services

Early Start

- To complete IFSP reports within 45 days of being deemed Status 1
- To complete ESR within 45 days
- To adhere to requirement to either have services provided in the “natural environment” or provide documentation of justification otherwise
- To ensure timely and appropriate transition to school district by age 36 months
- To actively monitor status of Prevention cases to ensure appropriate status is maintained

This key role will also have demonstrated competency in the following areas:

- Knowledge of individuals with developmental and intellectual disabilities.
- Knowledge of Regional Center programs and operations.
- Understanding of group process; multi-cultural issues in service provision
- Ability to plan and schedule own work
- Ability to be available for evening and weekend hours, as needed for community events
- Formulates and implements project goals and objectives
- Organizes meetings and events
- Effective oral presentation skills
- Effective writing skills in English and Spanish
- Interacts with others from a wide variety of cultural and social backgrounds
- Knowledge of word processing software (Microsoft Word) is required
- Working knowledge of Excel and Power Point Presentations
- Effective communication and counseling techniques.

MINIMUM EDUCATION AND EXPERIENCE:

- Master's degree in Social Work preferred. Bachelor's degree in social, behavioral, or life science is required, plus
- Four years' experience working with individuals with developmental disabilities. Demonstrated experience working with underserved communities (A Master's degree in a related field can be substituted for one year of the required experience).
- Five years of experience in the role of Service Coordinator and/or similar role at one of the 21 Regional Centers is highly preferred.

SPECIAL REQUIREMENTS:

Specific skills, knowledge and/or demonstrated capacity to:

- Demonstrates good knowledge of case management philosophies and counseling techniques.
- Has proven ability to assign, coordinate and supervise the work of others.
- Demonstrated ability to establish effective working relationships with professional staff, clients and the public.
- Capable of managing personnel issues effectively.
- Demonstrated ability to communicate effectively, both orally and in writing.
- Can prepare clear, accurate and concise reports.
- Has proven ability to effectively utilize and apply required knowledge.
- Can secure accurate data and record such data systematically.
- Able to analyze and interpret statistical data.
- Can recognize and analyze situations accurately and take prompt and effective action.
- Experienced with developing a network of social resources.
- Proven ability to lead and motivate staff.

This position will primarily be based in the office; however, remote work may also be available. This a full time, non-exempt role and hours may varies based on the needs of the Westside Regional Center.

This summary is not intended to represent an exhaustive list of duties; additional responsibilities are determined as to meet the needs of the community we support*

Per California state mandate, the COVID-19 vaccination is required for all regional center employees. Proof of vaccination AND booster is required by at the time of hire; also, this position may be subject to weekly testing and other health and safety requirements.

WRC is an equal opportunity employer. Further, WRC will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

If interested, please send resume and cover letter to Jobs-WRC@Westsiderc.org.