



Intake Services Assistant Program Manager

Requisition # INT- APM022323

Closing Date: Open Until Filled

Classification: Exempt

Salary Range: \$ 66,594.736 - \$ 73,508.03 Annually DOE

PURPOSE:

The Assistant Program Manager will support the Over 3 Intake and psychological services manager in the day-to-day management of the over 3 intake programs. The Assistant Program Manager will be responsible for working closely with staff and vendors to ensure timely completion of cases within the timelines specific in the Welfare and Institutions Code.

NATURE OF WORK:

- Regularly review cases that may be approaching timelines and work with consultants to troubleshoot any perceived difficulties with timely completion of these cases, as well as assisting with writing and sending out case inactivation letters to families.
- Assist with reviewing new intakes and assigning them to intake coordinators and assist with tracking intake statistics.
- Work with staff to investigate any individual or family concerns regarding the intake process and perform a QA service with contracted consultants.
- Will assist with reviewing intake cases that may not meet criteria for intake and would be responsible for writing and sending out Notice of Proposed Action letters for these cases.
- Will process and retrieve consumer information through Sandis and other platforms.

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

- Knowledge of Title 17 and Title 22 regulations and the Lanterman Act and have particular knowledge of the criteria for eligibility for Lanterman Services.
- Knowledge of Regional Center programs and operations.
- Knowledge of the referral and intake processes.
- Understanding of Regional Center policies and protocols.
- Must have excellent written and verbal communication skills.
- Must be able to work effectively independently and with peers, managers, vendors, community organizations, the people we support and their families.
- Must have knowledge of short-term crisis counseling, principles, and techniques of case management.
- Ability advocate on behalf of clients and staff.
- Ability to work as part of an interdisciplinary team, exercise sound professional judgment in making decisions and be able to work independently.
- Proficient knowledge of Microsoft Word, Outlook, and other Office products.

MINIMUM EDUCATION AND EXPERIENCE:

- Bachelor's degree in psychology, the human social services or a related field and 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.

SPECIAL REQUIREMENTS:

Specific experience and/or demonstrated capacity to:

- Teamwork: values others, cooperates, is flexible, and collaborates.
- Respectful Communication: good reflective listening - has patience, manages own reactions, and ensures understanding.
- Professionalism: Respects the Agency and its employees, is positive, responds, follows through, and maintains boundaries.
- Acknowledges Differences: shows cultural awareness and is mindful of others.
- Continuous Learning: Is technically competent, demonstrates good judgment, maintains and builds own skills

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.