



## **Lanterman Intake Services Manager**

Requisition # IN-LISM-092723

Closing Date: Open Until Filled

Salary Range: \$ 95,920.83 – \$ 105,795.21 Annually

### **PURPOSE:**

Under the direction of the Director of Clinical Services, the **Lanterman Intake Services Manager (LISM)** will oversee and manage the “Over 3” Intake services. The Over 3 intake assistant manager will report to this individual and they will be responsible for supporting this position. The LISM will be responsible for working with the assistant manager to ensure effective and ongoing monitoring to meet intake timelines. The LISM will also work collaboratively with the assistant manager to develop monthly reports and statistics to track quotas and demographics. They will work collaboratively with managers in other departments to ensure timely completion and transfer of intake records.

### **NATURE OF WORK:**

The **LISM** will provide feedback to contract psychologists on their reports and will work with the Assistant Manager as needed to review new intake cases. They will facilitate and be an active participant in weekly eligibility team meetings, as well as complete the eligibility decision process by inputting client status changes, notes, and ensuring eligibility sheet completion.

In addition, they will review intake cases that may not meet criteria for intake and would be responsible for developing and sending out Notice of Proposed Action letters for these cases. The Lanterman Intake Services Manager will also work with the Assistant Manager to investigate any individual or family concerns or complaints regarding the intake process.

The **LISM** is required to work as part of an interdisciplinary team, exercise sound professional judgment in making decisions and also be able to work independently. The **LISM** should also have the ability to advocate on behalf of clients and staff.

### **ESSENTIAL FUNCTIONS:**

- Provide management and supervision to the Assistant Intake Manager and an administrative assistant will report directly to this position.
- Work with staff and contractors to investigate any individual or family concerns or complaints regarding the intake process and perform a QA service with contracted psychologists.
- Work collaboratively with the assistant manager to develop monthly reports and statistics to track quotas and demographics.
- Assist families with supportive documentation including such forms as conservatorship documentation, IHSS and other disability certification documents.

- Will stay updated on current legislation and DDS policies respective to regional center eligibility and intake services and ensure that WRC is in compliance with this legislation.
- Will work to develop and implement policies both within the intake department and across departments to ensure compliance with these mandates.
- Will be an active collaborator with partner service systems such as DCFS and DMH Participate in regularly scheduled WRC meetings and related statewide meetings.
- Requires presenting to the community on Intake and Eligibility services occasionally and participation in collaborative agency projects as needed.
- Possess knowledge of Title 17 and Title 22 regulations and the Lanterman Act.
- Criteria for eligibility for Lanterman Services as well as the referral and intake processes.
- Use initiative and sound, independent judgment within established guidelines..
- Represent the agency's philosophy, policies and standards in a professional manner in the community and with staff.
- Other duties as assigned.

#### **SKILLS AND AREAS OF COMPETENCE:**

- Demonstrated knowledge of Title 17 and Title 22 regulations and the Lanterman Act and have particular knowledge of the criteria for eligibility for Lanterman Services, as well as knowledge of the Referral and Intake Process.
- Must also possess knowledge of Microsoft Word, Excel, and Outlook, as well as being open to learning and using the online programs and platforms used to manage intake processes.
- Should have excellent written and oral communication skills, attention to detail, and the ability to work effectively with peers, managers, vendors, community agencies, clients, and families.
- Must possess working knowledge of short-term crisis counseling and principles and techniques of case management.

#### **MINIMUM EDUCATION AND EXPERIENCE:**

The Lanterman Intake Services Manager will either be a licensed clinical psychologist or be licensed eligible in the state of California with a Ph.D., Psy.D. or Ed.D. from an accredited graduate program. Working knowledge and expertise in Microsoft Word, Excel and Outlook, as well as being open to learning and using the online programs and platforms used to manage the intake process.

**\*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\*\***

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](mailto:Jobs-WRC@Westsiderc.org) by closing date.