



Director of Client Services

Requisition #: CC-DCS012324

Closing Date: March 1, 2024

Salary Range: 111,627.9840 - 123,216.4960

PURPOSE:

The Director of Client Services is responsible for providing leadership for all aspects of Client Services. Leadership for these services must be provided in accordance with the regional center's contract with the California Department of Developmental Services, all applicable laws and regulations, and established Westside Regional Center (WRC) policies and procedures. Leadership and management responsibilities must also be guided by the WRC Vision Statement and a strong personal commitment to the principles of Person-Centered Thinking and Planning.

NATURE OF WORK:

The Director of Client Services is responsible for oversight, leadership, coordination and organization of the Client Services Department. The Director of Client Services is a member of the Executive Leadership Team and maintains a strong working relationship with the other Department Directors, participates in the implementation of agency operations, and provides overall leadership to WRC.

ESSENTIAL FUNCTIONS:

- Provides leadership and oversight for the Client Services Department. Ensures timely compliance with all State-mandated initiatives, programs and/or projects, as it relates to Client Services.
- Provides direct oversight, training, supervision and evaluation of direct reports which may include associate level directors, mid-level managers and other designated specialist positions.
- Participates as a supportive member of the agency's Executive Leadership and Management Teams. Provides technical assistance and staff support to Board Committees as assigned.
- Collaborates with Client Services staff along with the agency's Directors and Management team to determine priorities, establish training and support needs, evaluate needed departmental resources, set departmental goals, and manage activities and projects in a timely manner.
- Responsible for the development and implementation of Client Services policies and procedures in accordance with best practice and applicable laws and regulations.
- Interprets and communicates State and Federal directives, regulations, initiatives, and legislative changes to staff. Communicates WRC Policies and Procedures to staff. Provides clear, consistent internal directives and education within and across teams and departments. Formulates quality performance standards and outcomes to measure and evaluate productivity and performance of the department and ensure accountability. Provides or arranges staff training to meet quality and productivity expectations.
- Develops and implements a process of evaluation and continuous quality improvement for all aspects of services provided by the Client Services Department.

- Works effectively to resolve employee conflicts, address employee performance issues and implement corrective action, in consultation with Human Resources and the Management Team.
- Establishes and maintains collaborative, supportive and professional working relationships with agency service providers/vendors, community-based and generic providers of service and all other social, health care, and advocacy agencies. Participates in the development of or is responsible for the completion of interagency agreements or memoranda of understanding where required or desired.
- Serves as a representative of the regional center to the public, participates in WRC Board meetings, and assists the Executive Director with issues related to agency policy or services.
- Participates in the Purchase of Service (POS) review process.
- Reviews and/or approves a variety of materials and reports, including funding requests and exceptions to POS guidelines, special incident reports and staff performance evaluations.
- Provides case consultation and recommendations for situations requiring Director level support.
- Responds to and facilitates resolution of elevated issues related to clients and families.
- Serves as liaison to the Department of Developmental Services and any applicable State Departments for all communication regarding Client Services related laws, regulations, services, and monitoring. Coordinates preparation for and prepares written responses to Program audits performed by the Department of Developmental Services.
- Responsible for maintaining internal statistics and reporting, as necessary, for Client Services.
- Carries out all required agency communications, both verbally and in writing, with adherence to professional communication standards and in a manner that supports the Vision, Mission and Values of Westside Regional Center
- Performs related duties and or projects as assigned

SKILLS AND AREAS OF COMPETENCE:

- In depth knowledge of the developmental services system and the service needs of individuals and families supported by the regional center. Ability to provide technical assistance and training to Managers, Service Coordinators and other relevant regional center staff in areas related to client services and system access.
- Strong working knowledge of laws, regulations and policies related to Client Services, purchase of service (POS) funding, and service delivery.
- Expert knowledge of case management philosophies and techniques and factors impacting work with families and individuals with developmental disabilities.
- Knowledge of the interdisciplinary process. Knowledge of the theories, principles and practices of social work, leadership, teamwork, organization and time management, supervision and general personnel practices.
- Ability to build and cultivate relationships; work effectively with people from diverse cultures; and work cooperatively with staff, vendors, community agencies, clients, families and funding/oversight agencies.
- Ability to assign, coordinate and effectively supervise the work of others and to evaluate performance.
- Ability to manage multiple tasks under varying degrees of pressure, and the ability to make informed, well-reasoned and defensible decisions.
- Ability to present ideas and information accurately and effectively both orally and in

- writing, including but not limited to delivering presentations before various stakeholders.
- Ability to interpret and apply a variety of legal requirements and policy standards; analyze administrative problems and to put effective changes into practice.
 - Ability to formulate the establishment of objectives designed to achieve stated goals and to prepare or supervise the preparation of statistical and narrative reports.
 - Exceptional interpersonal skills, including the ability to benchmark workplace civility and champion a positive work environment.
 - Strong working knowledge of Microsoft Office and related applications as well as ability to learn and utilize the programs and platforms used for case management processes.

MINIMUM EDUCATION AND EXPERIENCE:

Extensive and specialized knowledge in Regional Center purchase of service (POS) procedures and case management practices, as is generally acquired through 10 or more years of Regional Center experience in a Client Services unit. Master's degree or equivalent in Social Work, Psychology or a closely related field and a preferred history of 10 years of increasingly responsible professional experience in a related setting with 7 years as a manager or supervisor.

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.