



Program Manager, Client Services
Multiple Positions Available
Closing Date: April 30, 2025
Classification: Exempt
Starting Salary Range: \$77,000-92,000

PURPOSE:

The Program Manager will play an essential role in supporting the clients and families of Westside Regional Center (WRC) by providing leadership and management for a team of Service Coordinators. This position requires a solution focused leader with effective communication skills and a strong understanding of the regional center system. Service Coordinator experience is a plus. The Program Manager is committed to the principles of person-centered thinking and to providing person-centered leadership in the Client Services Department.

Essential Job Duties

- Lead and manage a team of service coordinators
- Assign work, review work and evaluate performance of staff
- Develop service coordinators through coaching and modeling and by providing and promoting continuous learning opportunities
- Facilitate problem solving and support service coordinators in complex situations
- Develop and maintain specialized and working knowledge of the Lanterman Act, DDS directives, WRC Service Standards and generic/community resources
- Work closely with other WRC departments and teams such as community services, federal programs, accounting, and the Family Resource Center to successfully support service coordination
- Build relationships and partnerships with service providers and community partners
- Participate in developing and implementing agency policies/procedures and training
- Other duties, as assigned.

Qualifications

- Bachelor's degree in Social Work, Psychology, Marriage & Family Therapy, or Human Services. Master's degree preferred.
- Strong understanding of the regional center system, including the foundational premises of the Lanterman Act and service coordination practices.
- Proficient in computer skills including Outlook, Word, Excel, Email, Adobe PDF, Zoom, Teams, SharePoint, and SANDIS.
- Demonstrated ability to establish effective working relationships with individuals served, families, community members, and colleagues.
- Demonstrated ability to interact with others from a wide variety of cultural and social backgrounds
- Capable of managing personnel issues effectively.
- Excellent written and verbal communication skills.
- The ability to work effectively with an interdisciplinary team and to exercise sound professional judgement in making decisions.
- Fluent in English; Spanish and/or additional languages preferred.

- Strong attention to detail and organizational skills.
- Ability to handle multiple tasks and prioritize effectively.
- Self-motivated and resourceful with a problem-solving mindset.
- Flexible and adaptable to changing needs and priorities.
- Compassionate, empathetic, and understanding towards individuals with developmental disabilities.
- Demonstrated patience, kindness, and friendliness.
- Requires personal automobile, valid driver's license and insurance and the ability to drive to community locations as needed.

Application Procedure

Internal Candidate: A Resume and Letter of Interest must be submitted to the Human Resources Division **by the In-House Closing Date.**

Interview Procedure: A resume and letter of interest will be **REQUIRED** for the interview process. Only qualified applicants will be considered. The final selection is made by the Director of Client Services.

If interested, please submit the internal application, along with your resume and cover letter to jobs-wrc@westsiderc.org by April 30, 2025. This position is posted internally and externally.

www.WestsideRC.org