



## **Children's Services Program Manager**

Requisition #: CS-PM-08825  
Closing Date: Open Until Filled  
Classification: Exempt  
Starting Salary Range: \$77,000 - \$92,000/Yearly

### **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 Children's 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
- Ensure accurate tracking and reporting of Enhanced Case Management activities, as required by DDS
- 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 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.

This position will primarily be based in the office; however, remote work may also be available. This a full time, exempt role and hours may vary 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



**WESTSIDE**  
REGIONAL CENTER

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.

### **Application Procedure**

If interested, please send resume and cover letter to [jobs-wrc@westsiderc.org](mailto:jobs-wrc@westsiderc.org) by the closing date and include the Requisition Number and Job Title in the subject line of the email.

[www.WestsideRC.org](http://www.WestsideRC.org)