



Job Description

Job Title: Director, Consumer Support Services
Department: Consumer Support Services
Reports To: Executive Unit
Location: 2500 S. Western Avenue, Los Angeles, CA 90018
Salary Level: \$116,139 - \$155,637 annually (DOE)
Status: EXEMPT
Deadline to apply: November 13, 2017

SUMMARY OF POSITION

Directs department providing case management services to developmentally disabled individuals by performing the following duties through subordinate supervisors.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Provides oversight to 14 case management units including residential placement, special incident/risk mitigation team.

Reviews statistical reports.

Conducts internal audits to ensure compliance with mandated Federal and State standards.

Point of contact for external Federal audit through review of compliance with purchase of service standards to ensure continuity/consistency of services.

Participates on select interdisciplinary review teams and ADHOC committees designed to interview new staff.

Attends and participates in all meetings of the Board of Directors and as appropriate with other state or local agencies.

Works with Executive Director and Board of Director committees to establish policies and programs and administers such programs.

As part of the Executive Management Team, assists in development of administrative policies and defines scope of services to be rendered within legislative regulations and contractual mandates.

As part of the Executive Management Team, assumes responsibility for development and administration of standards and procedures related to personnel, including staff development, budget, and physical facilities.

Ensures that appropriate personnel policies, practices and communication systems are in place and effectively used.

Interprets agency purpose and program to community.

Establishes and maintains relationships with other agencies and organizations in community toward meeting community needs and services

Represents the Center at meetings of the Association of Regional Center Agencies.

Keeps informed about current trends in the field of developmental disabilities and interprets the impact of these trends to the Executive Director, Board of Directors, staff, consumers and their families, and the general public.

Maintains, revises and interprets current information relating to rules, laws, regulations and policies of Federal, State and local agencies and SCLARC affecting the administration and services affecting persons with developmental disabilities.

Prepares, distributes, and maintains variety of reports. Keeps Executive Director informed regarding fiscal and program operations.

Reviews cost of delivery and service quality, and modifies programs to maintain or improve programs and overall agency operations.

Develop means for improved staff motivation and for improved staff communication process.

Ascertain that the purchase of services is according to standards and rates established by the Board.

SUPERVISORY RESPONSIBILITIES

Manages subordinate supervisors and is responsible for the overall direction, coordination, and evaluation of their units. Also directly supervises the position's immediate non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Master's degree in Health, Public Administration, Social Work, Rehabilitation, Special Education or a closely related Human Services field.

Five years of recent, increasingly responsible experience involving general administration, program consultation, staff supervision, budgetary and fiscal controls and public relations responsibilities. Should also have at least two years of recent (with the last ten years) experience in a program requiring knowledge in the services or health related care and treatment of the developmentally disabled and/or administrative experience managing a medium to large sized human agency.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interests, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Driver license and automobile insurance.

SPECIAL SKILLS AND KNOWLEDGE

Knowledge of and experience with developmentally disabled persons; and has demonstrated experience with and sensitivity to the special needs of ethnic minorities and other diverse and/or protected groups.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk to hear. The employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is not exposed to any unusual working conditions. The noise level in the work environment is usually quiet.

Please forward letter of interest/resume to:

South Central Los Angeles Regional Center

Attn: Human Resources

2500 S. Western Ave., Los Angeles, CA 90018

Email: jobs@sclarc.org or fax: 213-744-8457

EEO: M/F/D/V