



Golden Gate Regional Center

Supporting people with developmental disabilities since 1966

MANAGER, EARLY START SERVICES

SAN MATEO

(JOB NUMBER: 589)

ABOUT THE AGENCY

Golden Gate Regional Center is a non-profit organization agency that provides assistance to support individuals with developmentally disabilities to lead independent and productive lives. We offer competitive pay, outstanding benefits, and a dynamic work environment. We have over 200 employees located in San Francisco, Marin and San Mateo counties.

ABOUT THE JOB

This position is responsible for planning and directing all aspects of the Early Start Program the three counties (San Francisco, San Mateo and Marin) served by the agency. With over 25 staff (including supervisors, social workers and administrative staff), Early Start coordinates the assessment and case management services for infants and toddlers (from birth to 3 years of age) in three counties. Position requires extensive travel within the Bay Area on a daily/weekly basis and throughout Northern California occasionally.

This position oversees the administration of the programs, ensures compliance with state and federal laws and agency policies, procedures and guidelines, identifies and approves additional vendors to provide quality program and services to supported infants and toddlers and conducts outreach to Early Start community agencies.

DUTIES

Program Management

Draft, update and implement policies and procedures used throughout the unit to ensure compliance with existing laws and agency philosophy. Interpret policy within guidelines set forth by the Agency and ensure consistency within the program in all three counties. Conduct training for staff, vendors and community agencies on changes to laws or new requirements. Continuously assess and improve existing processes and procedures to improve the delivery of services to those supported. Work with Director of Clinical Services and clinical staff regarding clinical issues of infants and toddlers. May represent the Agency in the informal hearings or mediations as

Belong, Contribute, Thrive

www.ggrc.org

1355 Market Street, Suite 220
San Francisco, CA 94103
(415) 546-9222

3130 La Selva Street, Suite 202
San Mateo, CA 94403
(650) 574-9232

4000 Civic Center Drive, Suite 310
San Rafael, CA 94903
(415) 945-1600

requested by the Agency.

Manage the Purchase of Service function for unit to ensure requests are appropriately documented and timely and efficiently and appropriately administered. Work with the families of those supported, service providers and staff to resolve simple and complex issues.

Provide oversight in working with the school districts in all three counties for individuals who are transitioning out of Early Start. Ensure clear and consistent information is communicated between the Agency, the families of the infants and toddlers, vendors and community agencies on eligibility requirements, services provided and all other aspects of programs.

Serve as the primary contact for Early Start audits, working with representatives from DDS to provide information, resolve issues and recommend changes to policies and procedures as needed. Coordinate and manage application process for grants within the unit and the funding and requirements for awards received. Ensure compliance with state and federal laws including maintaining all confidential information in compliance with the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA), the California Lanterman Act and state and federal Early Start laws.

Staff Management

Through its staff of dedicated social workers, this position manages the delivery of clinical, case management and assessment services to actual and potential infants and toddlers (up to age 3) supported and their families and manage work flow of staff to ensure the quality of services provided and compliance with state and federal requirements. Provide leadership throughout the unit to engage staff in procedural and organizational changes. Ensure that regular formal and informal coaching, training and development of staff is given in a timely and constructive manner. Supervise the unit's office assistant.

Hold regular group and individual staff meetings to disseminate information provide direction and information on new initiatives and program changes. Establish and communicate performance expectations for staff and be able to clearly and firmly enforce expectations consistently throughout unit. Provides opportunities for feedback on operations while being able to diffuse issues and concerns. Recommend specific training for staff and continuing activity for professional development.

Community Involvement

Act as community liaison and Agency representative in addressing needs and concerns within the Early Start community. Make recommendations for training in the community for providers and families of those served. Completes memoranda of understanding as needed for approval by Director, Regional Center Services and Executive Director.

Working with other Agency departments, reviews applications for vendorization of Early Start programs and services, reviews program design, and recommends and approves new vendors.

Collaborate with Community Partners as required by DDS, to come to consensus on a working relationship and prepare needed documents. Provide public information and education regarding regional center services and constituent needs.

JOB REQUIREMENTS AND QUALIFICATIONS

Education and Experience

- Master's Degree in Management or Social Work or related human services field with LCSW certification preferred. Significant coursework in child development or related courses required
- Demonstrated ability to provide leadership within a dynamic, multi-location environment with successful results oriented outcomes
- 3+ years of supervision/leadership experience in a Human Services or related field
- 7+ years post-graduate work in dynamic organizations, non-profit experience with 3+ years in the Regional Center System preferred
- 5+ years of experience in a Human Services or related field with emphasis in infants/toddlers programs

Competencies and Skills

- Lead team in reaching outcomes and in the effective management and operations of the unit with direction and purpose focused on outcomes, values and quality service standards for the individuals supported
- Think critically in decision making and problem solving; actively explore the pros and cons of options that will impact the unit as a whole; identify problems and quickly and/or effectively resolve them
- Create excitement, engagement and understanding of the department's mission and philosophies
- Ensure that employees are held accountable and exceptional work is recognized and substandard work is addressed
- Influence change within unit, throughout the agency and within the community
- Application of analytical thinking principles to identify and recommend creative, effective and efficient solutions
- Ability to negotiate and to interface at all levels to ensure that service levels, requirements and expectations are met
- Ability to interpret and apply legal requirements into policy standards
- Build partnerships and trust through collaboration, active listening and an openness to new ideas
- Ability to convey complex information and ideas in writing and verbally in a clear, concise and professional manner on a one-on-one and group setting
- Understand and effectively react/adapt to multiple and competing priorities on the job; use knowledge and expertise to focus on key job outcomes
- Experience in multi-cultural settings and/or multi-lingual capacity
- Basic familiarity with MS Word®, MS Excel®, MS PowerPoint®, MS Outlook® or similar software applications

Resumes emailed, faxed or sent not sent through Agency's Applicant Tracking System will not be considered. Candidates should email cover letter and resume in a single PDF document with compensation requirements and resume to the link below:

<https://home.eease.adp.com/recruit/?id=15142171>

Salary: DOE

Principals only. Recruiters do not contact. No phone calls or faxes.

Golden Gate Regional Center is an Equal Opportunity Employer