



San Gabriel / Pomona Regional Center

MANAGER OF SDP AND SPECIALIZED SERVICES

Full-time, Exempt

Salary Range \$5,720.00- \$9,441.47 monthly

The Organization

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school age children, transition-age youth, to adults and aging adults.

The Position

Under the general direction of the Services, Access and Equity Director, this position is responsible for supervising, coaching, guiding, and supporting Client Services Staff assigned to caseloads with Enhanced Service Coordination needs, Deaf and Hard of hearing, and Self-Determination Program (SDP).

The position is responsible for assessing and evaluating Client Services delivery systems to streamline processes and procedures to improve service delivery experiences and outcomes for individuals served and satisfaction measured through National Core Indicators and other performance indicators. This position is required to demonstrate strategic outlook, anticipating new public policy, new budget policy and implementing the Department of Developmental Services (DDS) policies through advising the Client Services Directors and Associate Client Services Directors where internal changes in business practice, structures and allocation of resources are needed.

This position will develop and implement Special Projects, and serve as an ambassador for change, creating interdepartmental enrollment, coordination, common understanding and integration of new approaches, systems, and technologies. This position will support the Community Services and Fiscal Service Teams with a cohesive plan and strategy to develop, refine, and streamline SDP practices, while reducing reliance on industry language, acronyms, jargon, and structures to help individuals served and their families gain information and common understanding and access to SDP services. This position encourages person-centered practice integration into all internal business practices and systems.

The SDP and Specialized Services Manager embraces principles of continuous improvement as an agent of positive change and is an advocate for expanding the choices of individuals served and advising Managers and Directors where adjustments are needed to as a method to help individuals served achieve their goals, and dreams in an inclusive society of endless opportunities.

Essential Job Functions

- Provides direction, coaching and supervision for Client Services staff that are assigned to support individuals served participating in the SDP, deaf or hard of hearing, and enhanced service coordination.
- Assigns individuals to Service Coordinators and oversees the service coordination process
- Conducts monthly unit meetings as well as individual staff member coaching sessions
- Interacts with vendors, individuals and/or family members and other staff as required
- Ensures compliance of agency standards, policies, and procedures
- Maintains effective performance tracking, evaluation of employees, identification of strengths and areas requiring improvements
- Approves expenditures of agency purchase of service funds
- Serves on internal committees as assigned
- Serves as a representative to other community agencies
- Supports staff with Notices of Proposed Action
- Supports staff with advocacy assistance training
- Develops and creates trainings, policies, and technologies to expand the growth of SDP
- Oversees the SDP Orientation Trainings and ensures that these are provided to our community in various languages
- Monitors DDS Directives regarding SDP and assures implementation
- Attends and participates in statewide trainings and initiatives advancing SDP
- Serves as a Liaison between internal departments, and with Service Providers, Financial Management Services, Independent Facilitators, and the Local Advisory Committee
- Drafts and Revises Purchase of Service Policies and Standards in a team format including Client Services Managers and Client Services Directors
- Develops and implements and streamlines endeavors
- Works with Specialists on awarding and tracking SDP grants
- Participates in other job duties as deemed necessary

Employment Standards

Bachelor's degree in social work or related field and five years of experience working with individuals with developmental disabilities or a master's degree and three years of experience working with individuals with intellectual disabilities, and any combination of training and experience that could likely provide the desired knowledge and abilities.

KNOWLEDGE AND ABILITIES

- Principles of leadership, supervision and staff development
- Regional Center systems and procedures
- Multicultural issues in service provision; family support; community services and resources
- Ability to plan and schedule work
- Instruct, coach, and motivate others
- Assess and propose solutions to complex issues
- Strong oral and written presentation skills
- Adjust to changing priorities.

Other Essential Requirements

- A valid driver's license, reliable transportation and minimum liability insurance coverage is required.

Professional Development Opportunities & Growth

SG/PRC values the professional development of staff! Many Services Coordinators and Administrative Staff gain experience and enter Supervisor, Manager or Director positions.

Diversity, Equity, and Inclusion

At SG/PRC, we value and celebrate diversity! In September 2022, SG/PRC launched an initiative to enhance and strengthen our commitment to diversity and belonging.