



Job Description

TITLE: Director of Consumer Services (Adults)

REPORTS TO: Executive Director

General Statement of Duties: The Director of Consumer Services (Adults) is responsible to oversee Valley Mountain Regional Center's adult programs including:

1. Adult Case Management teams
2. Deflection Team (including Legal Services Review Team and After Hours)
3. Transition Case Management Teams
4. Behavioral Management Review Committee
5. Day to day management of the Clerical team

Encouraging consistency between procedures in each office. The Director Consumer Services (Adults) serves as liaison between the Department of Developmental Services, Department of Rehabilitation, Education, other local county government services (APS, IHSS, MH, etc.) and VMRC about all Adult programs and its multi-agency implementation. In addition, the Director of Consumer Services (Adults) is responsible for the agency's consumers and Lanterman consumers.

Working Condition and Physical Requirement:

- Most duties are performed in the office and out in the community.
- Must have reliable transportation and be able to travel locally and out of town regularly.
- The ability to sit at a workstation for long periods of time.
- Frequent standing and walking throughout offices, service provider facilities and other agencies.
- Adequate manual dexterity and coordination to operate standard office equipment (i.e., computer, telephone, fax machine, etc.)
- The ability to read, write and comprehend large amounts of written material such as reports and regulations, use the telephone, and communicate via electronic mail is required daily.
- Excellent oral and written skills are essential.

Key Responsibilities – Essential Functions

- Supervise all Adult activities in all 3 offices.
- Ensure compliance with DDS and Lanterman timelines.
- Work with DDS on data gathering and reporting
- Maintain internal Adult statistics
- Attend local and state-level trainings and meetings regarding trends and evidence-based practices in the field of Adult and Transition intervention.

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- Educate and work collaboratively with managers regarding changes in regulations, ongoing issues and implementation of changes and policies. Ensure compliance with agency and state policy, regulations, and standards.
- Serve as liaison between VMRC and the State Department of Developmental Services
- Serve as liaison between VMRC and the Association of Regional Center Agencies Chief Counselors group.
- Consult with Program Managers as they meet with local partners on issues regarding collaboration and Memorandums of Understanding (MOU's).
- Provide technical assistance to new and existing vendors regarding case management.
- Serve as the local approval authority for all case management issues and decisions not requiring outside department involvement.
- Coordinate public relations activities for the assigned geographic area, with a particular emphasis on providing well-planned child find efforts and on connecting the efforts across counties and across agencies.
- Participate in the fair hearing process for any Adult, Deflection or Transition issues.
- Participate with employees and managers in problem solving and determine resolution to complex problems regarding Adult Programs.
- Comply with VMRC Policies and Procedures.
- Plan, direct, supervise and coordinate the work of the Adult, Deflection and Transition teams including management and supervision of staff.
- Evaluate staff as required and consult with HR on performance issues.
- Provide ongoing training to new and existing staff.
- Other job-related duties as assigned.

Joint Responsibilities with the Director of Consumer Services (Children)

- Hold Weekly (or as needed) Program Managers Supervision Meeting
- Attend the ARCA Chief Counselors Meeting
- Participate in the committees to review POS Exceptions and Popplewell recommendations
- Reporting to DDS (Performance Contract, Case Load Ratios, etc.)

Supervision Responsibility

Direct Reports: Adult Case Management Teams, Deflection Team (After Hours), Transition Case managers, BMRC, Oversight for day to day for Clerical team

Minimum Position Requirements:

BA/BS degree (graduate degree preferred) in public administration, social work, counseling, nursing, psychology, or related field and at least five (5) years of increasingly responsible professional or administrative experience related to Adult and Transition Services, including at least two years of supervisory experience. Experience should include significant work with/for adults with intellectual or other developmental disabilities.