



Job Description

TITLE: Director of Consumer Services (Children)

REPORTS TO: Executive Director

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

1. Early Start Case Management
2. Education Specialist
3. Self-Determination Program
4. Children's Case Management (3-15 years old)
5. Intake
6. Autism Specialist

Encouraging consistency between procedures in each office. The Director of Consumer Services (Children) serves as liaison between the Department of Developmental Services, Education, (APS, IHSS, MH, etc.) and VMRC about all Adult programs and its multi-agency implementation. and VMRC about all children's programs and its multi-agency implementation. In addition, the Associate Director Children's program is responsible for the agency's Early Start consumers and Lanterman consumers.

Working Condition and Physical Requirement:

- The majority of 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 work station 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 on a daily basis.
- Excellent oral and written skills are essential.

Key Responsibilities – Essential Functions

- Supervise all Children's activities in all 3 offices.
- Ensure compliance with Early Start and Lanterman timelines.
- Work with DDS on data gathering and reporting
- Maintain internal Children's statistics

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- Attend local and state-level trainings and meetings regarding trends and evidence-based practices in the field of infant-toddler intervention.
- 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 to DDS Early Start Department and to the State Department of Education for all communication regarding Early Start rules, regulations, services, etc.
- 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 Early Start vendors.
- Monitor ES vendors regarding quality of service and work collaboratively with Community Resources to assure compliance. Communicate compliance to Clinical Director.
- Work collaboratively with VMRC's Resource Development team to identify needed Early Start and Children's services and modes of delivery.
- Serve as the local approval authority for all children's 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 early start and children's issues.
- Participate with employees and managers in problem solving and determine resolution to complex problems regarding Early Start services.
- Comply with VMRC Policies and Procedures.
- Plan, direct, supervise and coordinate the work of the Early Start 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 assigned to Early Start and all children's services.
- Other job-related duties as assigned.

Supervision Responsibility

Direct Reports: Early Start Program Managers, Children's Case Management Program Managers, Intake Managers (Early Start and Lanterman Act referral), Education Specialist, Self Determination, and the Autism Specialist.

Joint Responsibilities with the Director of Consumer Services (Adults)

- 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.)

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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 Early Start, including at least two years of supervisory experience. Experience should include significant work with/for young children with developmental and/or health disabilities. Knowledge of California's Early Start Program and Regional Center experience preferred.