

## **CAPC, Inc.**

Associate Director of Services

**Position:** Associate Director of Services; exempt, salaried, Full Time

**Supervised by:** Director of Services, Senior Director of Services

**Supervisory Responsibilities:** Case Managers, Service Team Coordinators, Direct Support Professionals

### **Job Duties:**

- Provide a minimum of 6 Regional Center Mandated Trainings annually (Including Instructional Strategies, adaptations, etc.).
- Provide leadership and support to team of Case Managers in collaboration with the Directors of Services through monthly case manager meetings, and as needed.
- Provide guidance to case managers and problem solve for individuals to meet a minimum of 80% of their annual goals
- Oversee that Case Managers are scheduling individuals within the service design guidelines at all times
- Ensure that Case Managers maximize career and volunteer opportunities for individuals served in collaboration with the Associate Director of Employment
- Maintain consistent communication with individuals' families, circles of support, Regional Center Service Coordinators and Dept. of Rehabilitation Counselor regarding individuals' progress and service needs biannually
- Report abuse/negligence incidences to appropriate reporting agencies
- Provide and develop generic resources to meet the needs of individuals, and ensure Case Managers are implementing for individuals quarterly
- Manage daily problem solving of individuals and staff issues including scheduling, coverage, etc.
- Monitor and update critical information on individuals' face sheets and support sheets quarterly and as needed
- Write individuals' reports as required by the Regional Centers, DR, and CAPC policies biannually
- Conduct weekly Team meetings; conduct weekly Team member meetings for review of timecards, etc.; conduct quarterly Team member meetings for review of issues and concerns and follow through on deliverables
- Coordinate emergency services and provide emergency coverage for Team including weekends, and overnights as needed
- Coordinate weekly coverage on-call coverage, provide schedule to Senior Director of Services
- Provide conflict resolution according to CAPC's Grievance Procedure when needed
- Interview, select, manage, and discipline, as necessary, supervised staff

- Coordinate Team coverage when staff and/or individual absences occur
- Interview, select, manage, and discipline, as necessary team staff
- Approve staff mileage, expense reports, and approve time off requests as needed
- Promote, support, and participate in CAPC sponsored events, including fundraising
- Maintain and audit billing to ensure individuals received the authorized services.
- Maintain individual records including but not limited to central files, data files, etc.
- Fulfill mission, goals, and objectives of CAPC
- Ensure authorizations are current, request new authorizations 30 days prior to expiration date
- Coordinate individuals' requests for and complaints about services from other agencies (DR, Protection and Advocacy, MTA, etc.)
- Conduct random and scheduled reviews of documentation, for purposes of verify that services are being delivered as required; Recommends and deliver immediate corrective action and training upon discovery for assigned area of oversight.
- Collaborates with Case Managers for highly sensitive Person-Centered Planning meetings, taking meeting minutes and documenting decisions
- Communicates in a respectful and positive manner with the family to ensure appropriate support provision to the individual served, and facilitates flow of communication between different divisions of the agency, parents, other service providers, and the individuals we support.
- Complete all required reports in a timely fashion, answer correspondence, and respond to requests and grievances
- Communicates the functions, services, operating philosophies, and policies and procedures to individuals, families, other providers and stakeholders
- Manage a case load of individuals
- Select, train, and mentor Self-Advocacy groups, develop new groups as the need arises.
- Additional Projects as assigned

**Position Requirements:**

- BA/BS from an accredited college or university with a specialization in human services or a related field plus at least 3 years of related administrative experience, or an AA degree with 5 years of related administrative experience, or a High School Diploma/GED with at least 8 years of related administrative experience
- Must be personable, energetic, and have strong communication skill both orally and in writing.
- Must have knowledge of community resources available in Los Angeles and Orange County, strong organizational skills and demonstrate an intensive understanding of the agency's vision in terms of the importance of recognizing and honoring the individuals' preferences and choices and have extensive knowledge of human resources, human development, crisis intervention strategies, and federal, state, and local regulations.
- Able to work extended hours when needed
- Maintain a high degree of confidentiality

- Driving License with a clean driving record, as well as vehicle with up-to-date registration and insurance

**Desirable Qualifications:**

- Volunteer or paid work experience with persons with disabilities;
- Higher education;
- Flexible work schedule
- Bilingual in Spanish and English

**Pay Range & Benefits:**

- \$66,560-\$68,000 annually
- Comprehensive benefits to include Medical, Dental, and Vision plans
- Paid Holidays
- 401(k) retirement plan
- Company paid life insurance

8.15.2024