



Promoting Opportunities – Supporting Choices

Director of Case Management

Company Overview

At North Bay Regional Center, (NBRC) we believe all people with developmental disabilities should have the same opportunities as are available to all other citizens. As one of the 21 nonprofit Regional Centers throughout California, we offer a comprehensive program supporting the needs of our communities, provided by driven and passionate employees who ensure we achieve our goals daily.

Who We Serve

North Bay Regional Center provides advocacy, services, support, and care coordination to 12,000 children and adults diagnosed with intellectual and developmental disabilities and their families in Napa, Sonoma and Solano counties. We partner with community-based organizations and agencies to empower our clients to thrive and live as independently as possible within the geographically, culturally, and ethnically diverse communities we serve.

North Bay Regional Center is a nonprofit private corporation that contracts with the Department of Developmental Services to coordinate services and support for individuals with developmental disabilities.

Note: Bilingual Spanish/English skills are preferred.

DEFINITION:

The Director of Case Management provides vision, oversight, and direction for North Bay Regional Center's (NBRC) Case Management Department, and all related case management activities within NBRC.

NATURE OF WORK:

Under general direction of the **Executive Director**, the Director of Case Management is responsible for implementing relevant Trailer Bill Language (TBL), Department of Developmental Disabilities (DDS) Directives, case management, community outreach, advocacy for individuals served, and legal services. This position will serve as a member of the Executive Leadership Team, collaborating with other department directors and their departments to develop, support, and implement case management and related policies.

This key position will:

- Recommend Case Management-related policies, procedures, and priorities to the Executive Director.
- Provide oversight of the administration of procedures within the Case Management department.
- Develop staffing projections and identify patterns, continually evaluating caseload assignments to meet caseload reporting requirements.
- Prepare and respond to applicable DDS surveys.
- Research, understand and disseminate information to agency employees regarding DDS directives and changes to case management policies and practices.
- Develop and implement changes in services.
- Participate in needs assessment and planning for case management activities.
- Provide general oversight to administrative grievances and fair hearings.
- Identify employee and community training needs and lead the development of appropriate training programs.
- Represent NBRC as directed by the Executive Director as a liaison to DDS and associated state-level work groups, developing and fostering relationships with counterparts at other regional centers.
- Provide oversight and approval for the hiring of new Case Management supervisory staff.

EXAMPLES OF WORK:

- Demonstrates effective leadership and senior management techniques/attributes, including open and frequent communication, ethical conduct and consistent application of policies and procedures through relationship development, active collaboration, optimism, and honesty.
- Serves as a member of the Executive Management Team, collaborating with other department directors to develop, support and implement case management policies and procedures.
- Researches, understands, and disseminates information to agency employees regarding DDS directives and changes to case management.
- Serves as a visible, accessible, and approachable leader.
- Using coaching and mentoring skills, develops leadership and enhances skill set for direct reports.
- Builds a spirit of teamwork and collaboration with the Management Team, developing appropriate means of staff motivation.
- Ensures effective leadership development and training is provided to current and future leaders of the Case Management department.
- Ensures quality and system alignment to drive person-centered outcomes as defined by the Lanterman Act.
- Sets overall goals for Case Management, as well provides individual directives to direct reports to ensure effective implementation of initiatives, plans and policies.
- Stays informed on changes to the service-delivery system, and in response to changes, ensures policies and practices are updated and implemented.
- Meets with Associate Directors of Case Management to ensure alignment and provide opportunities for collaboration and problem solving.

- Meets with other direct reports on a regular basis, allowing focused time for collaboration and coaching.
- Ensures employee performance reviews are completed timely to emphasize accountability and promote career development.
- Partnering with the Director of Administrative Services and/or the Human Resources Department, seeks appropriate counsel on personnel-related decisions to ensure compliance with federal and state regulations as well as Collective Bargaining Unit agreements.
- Ensures the establishment of policies and operational procedures that provide for the protection of the health and safety of individuals served and assesses the effectiveness of services provided.
- Ensures the implementation of procedures to gather data on the satisfaction of individuals served and their family members.
- Attends monthly NBRC Board of Directors' meetings and serves as the Case Management employees representative to committees of the Board of Directors.
- In collaboration with the Executive Management Team, supports the mission, visions, values, and strategic plan of NBRC established by the Board of Directors.

Requirements

MINIMUM EDUCATION AND EXPERIENCE:

- Any combination equivalent to graduation from college with a bachelor's degree in a related field, plus five years of increasing responsibility for case management activities at a Regional Center.
- Or a master's degree in a related field, plus three years of increasing responsibility for development or implementation of case management activities.
- A minimum of three years of senior management experience, preferably within the non-profit sector, is required.
- Experience in the field of developmental disabilities, is required.

KNOWLEDGE AND ABILITIES:

- Knowledge of principles and best practices of case management activities supporting individuals with Intellectual and/or Developmental Disabilities.
- Knowledge of interdisciplinary process and clinical interventions most frequently used in programs for people with developmental disabilities.
- Ability to adopt a course of action which stimulates productivity and improves services.
- Ability to conceptualize programs to meet community needs.
- Ability to implement effective administrative changes while understanding organizational impact and effective communication strategies.
- Ability to plan and schedule and workflow.
- Knowledge of and ability to apply principles of management and organization, personnel administration and supervision;
- Ability to resolve communication, personnel utilization, public relations and other administrative problems.

- Ability to establish and maintain effective working relationships with a variety of staff, individuals served, and community professionals and leaders.
- Experience using data and performance metrics to measure programs, projects and initiatives at both organizational and departmental levels.
- Proven commitment to person-centered thinking practices.
- Demonstrated ability to communicate effectively with a variety of audiences through an assortment of mediums, including written reports, presentations and open-discussion settings.
- Demonstrated ability of working collaboratively with and leading others by setting clear goals, responsibilities and deadlines.
- Previous supervisory experience required, to include team building, leadership development and performance management.
- Demonstrated experience in program development, management and measurement.

SPECIAL REQUIREMENTS:

- Ability to provide personal automobile transportation, or access to another form of reliable transportation, during and after working hours.
- Must be able to regularly travel to all NBRC offices within catchment area.
- Must be able to occasionally travel to attend meetings outside of catchment area, including occasional overnight travel to attend statewide meetings.
- Provide minimum automobile liability insurance as required by California Law.
- Flexibility in work hours is required to meet the needs of the regional center constituency.
- This position will be primarily based in the office, however, hybrid work may also be available.
- Fluency in a language in addition to English is preferred but not required.

ESSENTIAL FUNCTIONS:

- Provide general management and oversight of case management activities at NBRC.
- Collaborate with DDS and representatives of other regional centers.
- Adopting Person Centered Thinking principles and practices to align with case management activities.
- Working with Executive Director and Board of Directors, lead and champion Strategic Planning Process.
- Maintain a high level of personal and professional conduct.
- Use initiative and sound, independent judgement within established guidelines.
- Train, supervise, evaluate, and motivate personnel by cultivating a sound organizational climate.
- Make decisions with a minimum of direction.
- Analyze and find effective solutions to problems.
- Communicate effectively in person, on the telephone and in writing.
- Independently organize, prioritize, and coordinate work activities.
- Read, interpret, and follow complex policies, procedures, laws, and regulations.
- Interact tactfully and effectively with those contacted in the course of the work.
- Perform work under stressful conditions, as required.

- Maintain current workload with complete and accurate documentation.
- Attend meetings in and out of the office with punctuality.
- Conduct meetings, interviews and evaluations and interpret and document the information.
- Represent the agency's philosophy, policies, and standards in a professional manner in the community and with staff.
- Understand and utilize sound case management and counseling principles.
- Adhere to a reliable work schedule, i.e., punctuality in reporting to work and in using consistent sign-out methods.
- Accurate and timely recording on time sheet and mileage forms.
- Timely notification to supervisor of schedule changes, i.e., use of accrued time off.
- Other duties, as assigned.

Benefits

At NBRC, we offer our employees a comprehensive benefits package, including:

- CalPERS Retirement Plan
- CalPERS Medical Insurance Plans, with generous employer contributions
- Dental Insurance, with zero cost for employee only coverage
- Vision Insurance, with \$5/month employee cost share for employee only coverage
- Flexible Spending Accounts for Medical and Dependent Care
- 100% Employer Paid Life Insurance
- Generous vacation and sick accrual policies
- Employee Referral Reward Program
- 16 Paid Agency Holidays/year
- CalPERS 457 Supplemental Retirement Plan

Bi-lingual language differential:

- For those speaking, reading and writing other than English – \$225 per month
- For those speaking a language other than English – \$150 per month
- For those using American Sign language – \$200 per month

Salary Range

\$157,224 – \$173,328

North Bay Regional Center is an Equal Opportunity Employer

To Apply, please visit our “Careers” page at <https://www.nbrc.net/>.