



PROGRAM SPECIALIST, SPECIAL NEEDS SERVICES

Our agency strives to embody the concept of trauma-informed, resilience-oriented services, both internally and externally with our clients, customers, and community partners.

POSITION PURPOSE

Under general supervision, performs a range of program activities in support of respite services, family empowerment services, and adaptive skills training delivery; assists in training and supporting intermittent program staff; performs related work as assigned.

ESSENTIAL JOB FUNCTIONS

- Provides a variety of services using a trauma-focused, strength-based, client-centered work approach.
- Demonstrates flexibility to effectively manage and organize competing work demands.
- Demonstrates sensitivity in working with children, youth, and their families, and other professionals who may come from diverse cultures.
- Accurately responds to questions and concerns from employees and families regarding respite, respite plus, skills acquisition services, family empowerment center services, adaptive skills training services, community resources, and related issues.
- Assesses parental requests and needs and makes appropriate referrals to ensure that needs are being met.
- Effectively communicates with family members, employees, RCRC staff, and community members in order to set up and maintain continuous services for individuals who have developmental disabilities.
- Ensures that respite workers understand program policies and procedures.
- Review/approve respite shifts in the electronic timekeeping program; make corrections to shifts as needed; contact employees if time record is incomplete; remind employees to submit time records at end of pay period.
- Organizes and enters client authorizations; notifies supervisor regarding authorizations that will expire; contacts Redwood Coast Regional Center staff as appropriate.
- Shares approved online training sources with respite workers; notify respite workers of training deadlines or expirations.
- Arranges for the facility, speakers, materials, preparation, and publicity for respite in-person training sessions.
- Tracks expiration dates for: CPR, First Aid, and proof of auto insurance; communicates with employees when updates are required.
- Performs employee reference checks for intermittent employees.

- Informs intermittent employees regarding fingerprinting process; maintains fingerprint records in a confidential manner.
- Monitors authorized service hours to ensure families' usage does not exceed approved amount.
- Seeks ways to make continuous quality improvements regarding systems related to tracking client service usage, monitoring intermittent employee paperwork, and service delivery.
- Ensures that information for program files is prepared and organized appropriately; accurately maintains a variety of physical and electronic files to document program activities.
- Assembles family entrance packets and intermittent employee hire packets.
- Assembles family folios and backpacks for the Early Start Family Resource Center families; responds to families' questions or contacts families as requested.
- Maintains knowledge of person-centered planning, and principles of Positive Behavior Support.
- Coordinates efforts with other agencies to ensure maximum service and support for clients and their families.
- Performs a variety of general office support duties such as answering the telephone; organizing and maintaining various files; typing correspondence, report forms, and specialized documents; proofreading and checking material for accuracy.
- Maintains accurate records, files, and correspondence; uses correct English usage including spelling and punctuation; accurately performs business arithmetic including decimals and percentages.
- Follows procedures regarding data entry, maintenance, and retrieval.
- May interpret, apply, and explain rules, regulations, and policies.
- Exercises sound, independent judgment within established guidelines; makes appropriate recommendations and referrals.
- Understands and maintains familiarity with program guidelines, Changing Tides Family Services policies, funding requirements, and current developments in the disability field.
- Demonstrates proficiency in Word, Excel and Access.
- Demonstrates familiarity with standard office practices and procedures, including record keeping and the use of standard office equipment such as a personal computer, copier, and facsimile equipment.
- Maintains information regarding clients and families in a confidential manner.
- Works respectfully with individuals from a variety of socio-economic and cultural backgrounds, including people with disabilities.
- Complies with Changing Tides Family Services Personnel Policies and other Changing Tides Family Services guidelines and policies.
- Reports suspected cases of child abuse in compliance with mandated reporting requirements.

QUALIFICATIONS

DESIRABLE EDUCATION AND EXPERIENCE:

A typical way to obtain the knowledge and skills outlined above is:

Two years' college-level coursework in a related field and two years of experience working in a social service agency. Experience with developmental disabilities is preferred.

REQUIREMENTS

- Flexibility to work occasionally during the evenings, weekends, or early morning.
- Physical ability to set up and take down supplies for training sessions.
- Physical ability to demonstrate Pro-ACT evasion movements.
- Ability to perform work on a computer for extended periods of time.
- Ability to pass a criminal history fingerprint clearance at the DOJ and FBI Level.
- Possession of a valid California driver's license, current automobile insurance, a vehicle for work and a driving record consistent with agency insurance carrier requirements