



DUTY STATEMENT	
Classification Title: Manager I	Division: Regional Office Operations
Working Title: Regional Office Manager	Office/Unit(s): Bay Area Regional Office
Position Number: 792-105-4969-001	Effective Date:
Incumbent Name:	COI Classification ☒ YES ☐ NO
Supervisor Name: Sheraden Nicholau	Supervision Exercised ☒ YES ☐ NO
SUMMARY STATEMENT	
Under the general direction of the Deputy Director of Regional Office Operations, the incumbent is responsible for leading and overseeing Regional Office operations and community-based projects, which include, but are not limited to: 1) planning, engaging in, and fully documenting collaborative partnerships and activities designed to improve support and services for people with intellectual/developmental (IDD) and/or cross-disabilities and their families, in accordance with state and federal mandates; 2) planning and engaging in systemic advocacy, capacity-building, and systemic change activities in the development and implementation of the Council's 5-year strategic State Plan; 3) planning and managing SCDD's federal and/or state-funded (reimbursable interagency agreement) program activities; 4) participating in interagency, regional-level, and state-level work; to include leadership of Regional Advisory Committee (RAC); 5) developing and executing engaging curriculum and training materials targeting multiple learning modalities to meet the needs of individuals with IDD, families, professionals, and other stakeholders, and, 6) supervising and managing personnel, administrative functions, and fiscal management functions. This position will provide supervision, guidance, and work for the regional activities of the Quality Assessment (QA) Project. This office serves the five-county catchment area: San Francisco, Marin, San Mateo, Alameda, and Contra Costa counties. This position requires frequent travel in-region, and occasional travel out of region using a personal vehicle for official state business; mileage reimbursement will be provided in accordance with state regulations. Must possess and maintain a valid California driver's license and carry adequate vehicle insurance as required by state policy. This position requires some work during evenings and/or weekends.	
DUTIES AND RESPONSIBILITIES	
35%	Managing Systems Change & Advocacy - Conduct regional and statewide systemic advocacy to ensure legislation, policies, and practices support the rights and interests of people with disabilities and their families. Conduct systemic change activities to achieve the goals and objectives of the State Plan. - Negotiate on behalf of the Council to resolve systemic issues in the pursuit of

	administrative or other remedies to alleged denial of legal, civil and/or other service rights. • Support, conduct, and report out on activities to eliminate regional and statewide systemic barriers to access and use of community services and systems impacting Californians with IDD and cross-disabilities. • Formulate, review, and present data regarding the needs and concerns of the IDD community to legislators, policy makers, and/or other entities. Provide recommendations for regional and statewide action; implement plans of action, in alignment with SCDD policy priorities and platform, and evaluate outcomes. Serve as a subject matter expert and provide testimony regarding systems, services, resources, and trends impacting IDD communities in CA to legislative or other policy-making bodies. • Stay abreast of and update Deputy Director with updated information on Federal, State, and regional legislation, budgets, plans, policies, and regulations that may impact people with IDD and their families. • Participate in the development and furtherance of statutes, regulations, and policies that best serve the interests of people with developmental disabilities in the State of California, in line with the State Plan and SCDD policy priorities and platform. • Provide supervision, guidance, and assistance to regional office staff, in consultation with the Quality Assessment (QA) Project Manager, on deliverables and activities associated with the QA Project. • Participate in implementation planning activities with QA Project Manager and other members of SCDD management and leadership. Oversee the reporting of alleged abuse, neglect, health and safety issues or violations of individual's legal, civil, and service rights to the appropriate entities.
30%	Administrative, Personnel, and Fiscal Oversight • Oversee and administer all operations of the regional office and supervise staff, to include fiscal, personnel, and general administrative functions. • Monitor, audit, and reconcile expenditures in alignment with federal and state fiscal year budgets. Review and monitor relevant contracts, agreements, and reports. Prepare budget and expenditure reports for their respective regional office. • Responsible for all personnel matters for their respective regional office: Recruit, hire, onboard, train, provide mentorship, performance-management, evaluate, and lead high-performing teams committed to the cultivation of an inclusive, results-driven work environment. Set staff expectations, assign, direct, review, and provide feedback on staff work assignments. Conduct regular staffing sessions to align staff goals with the Council's strategic priorities. Identify and address training gaps. • Serve on internal committees to identify and contribute to SCDD programmatic and operational advancements, efficiency improvements, and enhanced work culture/environment.

	- Organize and monitor staff resources, develop implementation plans and adequately respond to workload fluctuations; supervise staff and contractors responsible for the implementation of established goals and objectives. - Prepare program reports and monthly activity reports in a timely and accurate manner for the Council and other entities. Review and audit the program reports and monthly activity reports of the regional team.
30%	Managing Capacity Building, Outreach, and Community Engagement - Conduct regional and statewide capacity building to develop and strengthen skills, abilities, and resources for communities and stakeholders, per the goals and objectives of the State Plan. Identify and execute strategies and techniques to improve services and increase access to services for individuals with IDD and their families, through stakeholder engagement, analysis, and other qualitative and quantitative methods. - Engage and network with diverse regional and statewide committees, collaborations, and disability groups to work collaboratively on issues of mutual concern, consistent with the State Plan and Council's contracted responsibilities. Actively participate in local and statewide committees, task forces, conferences, and ad hoc bodies representing the Council. Attend Council meetings to remain current on issues impacting the various partner agencies throughout the state and the IDD population. - Recruit and support the development of leaders with IDD and support the growth of their mentorship and co-training abilities to meet the goals and objectives of the State Plan. - Provide structure, staff support, and guidance to the volunteer RAC; advise committee members in accomplishing goals set by statute and the Council; prepare committee meeting agendas and minutes; post publicly per Bagley-Keene; prepare correspondence; and conduct committee member training. - Develop, update, provide, and review curriculum, public information programs, training programs, and outreach efforts to individuals with IDD, families, professionals, policymakers, and the public regarding important issues and systems impacting people with disabilities and their families, consistent with federal and state requirements, the State Plan, and SCDD policy priorities. Leverage adult learning theory and diverse methods of instruction, for accessible and comprehensive knowledge translation. - Provide recommendations and guidance to stakeholder organizations, individuals with IDD, and their families on accessing community systems, services, and rights through training, technical assistance, outreach, resources, and/or referrals. - Monitor regional agencies that serve people with developmental disabilities for compliance with local, State, and federal laws, statutes, and regulations. Share evidence-based best practices with agencies and assist with resolving compliance issues when appropriate. - Ensure all outreach and programmatic materials (in include but not limited to flyers, eblasts, PowerPoints, info sheets, RAC packets, videos, webpage posts, and more) are timely, accurate, accessible, and aligned with SCDD policy, state and federal

	requirements. Utilizing cultural competence and humility, engage community partners, develop and maintain effective partnerships.
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MARGINAL FUNCTIONS:

5%	The incumbent may be required to perform other duties as assigned, appropriate for the classification, and other related duties to fulfill the SCDD mission, goals, and objectives. Additional duties may include, but not be limited to: - Assisting where needed within the agency, which may include special assignments - Complying with general State and SCDD administrative reporting requirements (i.e. completion of time sheets, travel requests, training requests, etc.). - Attending and participating in staff meetings, Regional Advisory Committee (RAC) meetings, training, and exercises.
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CONDUCT, ATTENDANCE, AND PERFORMANCE EXPECTATIONS

This position requires the incumbent to maintain consistent and regular attendance; communicate effectively (orally and in writing) with the public, with stakeholders, and with internal team members; develop and maintain knowledge and skill related to specific tasks, programs, technology, methods, materials, tools, and equipment; complete assignments efficiently; perform professionally and with sound judgment, and adhere to departmental policies and procedures regarding attendance, leave, and conduct.

The incumbent must interact and collaborate in an appropriate and professional manner with individuals with IDD and/or cross-disabilities, family members, representatives of various federal, state, and local government agencies, private or non-governmental organizations, advisory committee members, and the public. They must follow secure protocol for use and maintenance of confidential and sensitive information, documentation, and work equipment, and must follow the agency's records retention policy.

The incumbent must be knowledgeable about developmental disabilities service system and cross-disability services and must deliver completed work that adapts to different learning styles and needs to support knowledge translation. This includes use of universal design, plain language, disability culture and etiquette, and cultural competency (including race, ethnicity, language, geography, justice involved, SES, age, LGBTQIA+, etc.). Ensure all deliverables and documents electronically shared or viewed are accessible, 508 compliant.

The incumbent must utilize technology tools and applications, including but not limited to Microsoft Office Suite, Constant Contact, OneNote, SharePoint, ODESA, CalATERS, Outlook, Qualtrics, Team Up Calendar, Zoom, Google Translate, Reverso, and others.

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PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

The incumbent is regularly required sit/stand for meetings/ events; use a computer, and/or tablet, and phone; communicate orally and/or in writing; to travel; to use repetitive hand motions to handle equipment and documents; to maneuver and manage up to 25 pounds in office and in the community. Must have the ability to transport work equipment and materials to various worksites in the region, as assigned.

ACKNOWLEDGEMENTS

I have read and understand the duties listed above and I can perform these duties with or without reasonable accommodation. (If you believe reasonable accommodation is necessary, discuss your concerns with the hiring supervisor. If unsure of a need for reasonable accommodation, inform the hiring supervisor, who will discuss your concerns with Personnel Analyst.

Employee Printed Name:	Employee Signature:	Date:
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I certify this duty statement represents current and accurate description of the essential duties of this position. I have discussed the duties of this position and have provided a copy of this duty statement to the employee named above.

Supervisor Printed Name:	Supervisor Signature:	Date:
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