

POSITION DESCRIPTION: BILINGUAL (ENG/SPA) COMMUNITY SERVICES MANAGER



Special Kids Connect is a 501 (c)(3) charitable organization whose mission is to develop resources, raise awareness, and provide support for children with disabilities and their families.

Work Site: Special Kids Connect, 334 Main Street, Salinas and various remote locations within Monterey County. Travel to Santa Cruz, San Benito, and Santa Clara Counties are also possible (less than 5% of time.)

Position: Full-time (40 hrs/week), non-exempt

Daily schedule varies. Evening and weekend shifts are possible.

Travel Required: < 30% (by car)

JOB OVERVIEW:

Under the direction of the Executive Director or an individual designated by the Executive Director, the Community Services Manager's primary role is to develop, lead, and manage programs and initiatives funded by the CA Department of Developmental Services to ensure programs support desired grant outcomes on time and within budget. This position involves program management, staff supervision, and collaboration with the San Andreas Regional Center, community agencies, and stakeholders to ensure that families and those with disabilities receive the support they need to become effective advocates for their families and themselves.

RESPONSIBILITIES:

SKC's Community Services Manager is an integral part of the Special Kids Connect executive team and, as such, should support the Special Kids Connect's exploration, identification, and prioritization of the ever-changing needs of SKC's constituencies (children, families, professionals), working collaboratively to develop creative approaches to address those needs.

This job requires travel between the company's Salinas office, its satellite locations throughout Monterey County, and to locations within the San Andreas Regional Center catchment area (Monterey, Santa Cruz, San Benito and Santa Clara Counties) to support 1:1 case management, workshops, outreach events, conferences, support groups, and other events/activities as needed.

Additional responsibilities of this position include, but are not limited to, the following:

1. Program Leadership and Management:

- Inform, implement, and evaluate SKC-hosted programs, workshops, conferences, and services that address the identified needs of (a) families who have a loved one with a disability or suspected disability, (b) those with disabilities, themselves (self-advocates), and (c) agencies who support the families and individuals we serve.
- Collect and report data on:
 - i. Workshop Attendees
 - ii. Pre / post surveys (including an analysis of survey findings)
 - iii. Participation in non-SKC hosted outreach events / resource fairs / activities
- Ensure adherence to policies and best practices set forth by the CA Department of Developmental Services.
- In collaboration with the Executive Director, monitor SKC's Community Services work by ensuring SKC's grant activities and outcomes are being met and/or exceeded. This involves:
 - i. A complete and full understanding of outcome / data requirements;
 - ii. Timely and accurate data collection to meet grant deliverables on time and on budget;

- iii. Early identification of challenges in (a) meeting grant deliverables and (b) collecting data for grant deliverables well in advance to allow for a reasonable amount of time to address these issues internally or with grantor(s).
- Identify an optimal structure for meeting Monterey County families' support needs (as well as the needs for CNP families in the San Andreas Regional Center catchment area) throughout the year that considers staff availability and the need / desire to staff satellite locations.
- Inform the development of collateral designed to support service navigation for families.
- Maintain a high level of expertise in the eligibility requirements, service capabilities/limits, and navigation of support services for individuals/families with disabilities including, but not limited to:
 - i. Regional Center Services (including Self Determination)
 - ii. Generic services (IHSS, SSI, Medi-Cal, CAPI, ABA, OT/Speech, Mental Health, and financial resources)
 - iii. Legal / Advocacy services (e.g., Limited Conservatorship)
- Ensure community services staff members involved in CNP, SAE and Early Start support are individually providing high quality 1:1 support consistent with best practices.
- Stay current with community services options and opportunities for families with a complete understanding of eligibility requirements, application processes, and timelines.
- Identify and participate in relevant continuing education opportunities for professional development.
- Model and promote professional conduct when engaging with families, professionals, and community partners, both in person and via virtual platforms (e.g., Zoom), including attire, communication style, and setting.

2. Staff Development and Supervision

- Support the recruitment / hiring of Community Navigator staff
- Organizer community services trainings for Community Navigation Specialists and Early Start Family Resource Center staff.
- Supervise a team of Community Navigation Specialists and Early Start Family Resource Center staff.
- Ensure staff members are fully trained and remain knowledgeable of all DDS reporting requirements and measures.
- Ensure Salesforce data and any supplementary data is kept current, organized, and accessible to team members.
- Identify ongoing professional development opportunities for staff to enhance their skills and effectiveness.

3. Community and Stakeholder Engagement:

- Build and maintain strong relationships with the San Andreas Regional Center and other community organizations who play a key role in the offering and delivering of social and legal services in the San Andreas Regional Center catchment area.
- Promote Special Kids Connect at community events.
- When needed, represent and advocate for Monterey County's and the San Andreas Regional Center's families through active participation in local, regional, and state meetings and conferences.

4. Evaluation and Reporting:

- Ensure the reliable collection of data and ensure records are maintained in accordance with DDS requirements and policies, as well as the requirements and policies of other grantors, as needed.
 - Ensure cases are recorded accurately and timely into Salesforce, in accordance with UPL (Unlicensed Practice of Law) principles and best practices.
 - Oversee the CNP / SAE referral process to ensure that referrals are processed with timely follow-through that is consistent with SKC's referral policies.
 - Maintain records that meet reporting requirements for DDS and for funders who support Special Kids Connect's community services programs.
 - Prepare and present regular reports on program outcomes to the Executive Director and Board of Directors.
 - Ensure parent and family data is collected, assimilated, and is ready for presentation in accordance with grantor reporting requirements.
5. Provide written updates for SKC's Board of Directors to meet established reporting deadlines that correspond with board meeting dates.
6. Special projects & other duties as assigned.