

# POSITION GUIDE

## REGIONAL MANAGER

### 1.0 INTRODUCTION With draft revisions June 1, 2017

- 1.1 The purpose of this procedure is to define the authorities, responsibilities, principle duties, reporting relationships, and measures of performance for the Regional Manager of Center for Community.

### 2.0 FUNCTIONAL ROLE

- 2.1 The Regional Manager operates within a defined budget and uses basic cost data to manage, supervise, direct, and coordinate all of the services, activities and general operations of a regional office generally defined by some geographical criteria. As the most senior position in the regional office, the manager performs their duties either personally or by delegating duties and authorities to the Program Coordinator and other staff.
- 2.2 The Regional Manager also serves as an active member of the Operations Management Team.

### 3.0 REQUIREMENTS

- 3.1 **Preferred Education:** Bachelors Degree in an appropriate field or equivalent training in business management and employee supervision. PREFER HUMAN SERVICES degree.
- 3.2 **Experience:** A three year history of management and supervision with increasing responsibilities that include cost control and budget management.
- 3.3 **Background Check:** Must be able to pass a stringent background check.
- 3.4 **Skills, Knowledge and Abilities:** Ability to work independently, to supervise and direct reporting staff in a multifaceted supported living environment. Must be thoroughly knowledgeable of organization policies and procedures, grants, Medicaid, contract and other regulatory requirements. Possess a working knowledge of the diverse needs of clients served by the Center for Community.  
Must hold valid driver's license.
- 3.5 **Language Skills:** Able to communicate effectively and give instructions in English and in a clear and precise manner. Able to read, analyze, and interpret complex documents and data. Respond appropriately to sensitive inquiries or complaints from clients, regulatory agencies, and employees. Compose standard letters with proper format, grammar, punctuation, and spelling, using all parts of speech. Make effective and persuasive speeches and presentations on controversial or complex topics. Represent the Center for Community in a professional manner within the community.

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- 3.6 **Physical:** The physical demands here are representative of those that must be met by the employee to successfully perform the essential functions of his/her job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to hear and talk on the phone, and use a computer and other telecommunication equipment. It is typically required that the employee stand or sit for long periods of time and occasionally requires stooping, kneeling, and crouching..

- 3.7 **Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

The work is normally performed in a standard office environment with moderate noise level. Some job responsibilities require travel to and from client homes and other meeting places using public or private modes of transportation and the employee will be required to use air and sea transportation to attend meetings and conduct some job functions.

- 3.8 **Mental:** Above average grasp of business mathematics and statistical skills in order to analyze business functions and determine functional deficits and their solutions to effectively manage the business unit. The Regional Manager must be able to understand basic budgeting tools and translate into functional activities.

Manager  
The Regional Manager must possess the mental ability to organize, check and submit time sheet and billing records with accuracy and timeliness.

### 4.0 REPORTING RELATIONSHIP

- Executive Director
- 4.1 The Regional Manager reports to the Director of Services.
- 4.2 The following positions report directly to the Regional Manager
- 4.2.1 Program Coordinator Client Services Coordinator
  - 4.2.2 Regional Office Staff 1 Administrative Assistant
  - 4.2.3 20 - 24 part time staff and 4 - 6 full time staff who work in the community providing habilitative support services to clients with developmental disabilities, or in-home personal care and chore services to elders and persons with physical disabilities.

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### 5.0 AUTHORITY

- 5.1 The authority of the Regional Manager is described in the policies and procedures of Center for Community and is derived through the ~~Director of Services~~. While generally true, the following authorities may be expanded or limited by the ~~Director of Services~~ on a case by case basis. "Executive Director "goes in both blacked out spaces.
- 5.1.1 The Regional Manager has the authority to recruit, hire, promote, demote, discipline, suspend and recommend termination for employees assigned to their respective work units in accordance with the approved policies and procedures.
- 5.1.2 The Regional Manager has the authority to purchase items and services as detailed in an approved budget in accordance with the purchasing procedures.
- 5.1.3 The Regional Manager has the authority to direct the activities of and supervise the employees under their direction in accordance with the adopted policies and procedures of Center for Community.
- 5.1.4 The Regional Manager has the authority to implement disciplinary or corrective action as detailed in the policies and procedures in response to an employee's violation of the policies and procedures of Center for Community.

### 6.0 RESPONSIBILITIES

The main responsibilities of the Regional Manager are as follows:

- 6.1 To establish regional operating objectives consistent with the Operations and Administrative Departments direction and ensure their achievement.
- 6.2 To maintain an adequate work force to accomplish operating objectives.
- 6.3 To ensure that all employees assigned to the regional office have the necessary training and support to carry out their duties.
- 6.4 To provide leadership, motivation and coaching to all subordinate staff
- 6.5 To ensure that all subordinate responsibilities, authorities, and accountabilities are clearly defined and understood

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- 6.6 To develop and install systems and controls to promote communication and adequate information flow with the Administrative Team and other functional units.
- 6.7 To support and enforce all of the organization's policies and procedures.
- 6.8 To ensure that all Regional activities, policies, procedures, and forms comply with organizational standards, Medicaid, grant, and contractual requirements, and federal, state and local regulations and laws.
- 6.9 To ensure that all time sheets and billing records are processed accurately and timely.
- 6.10 To ensure that operations are conducted within the approved budget.
- 6.11 To ensure that the office presents a neat and professional appearance.
- 6.12 To actively participate in the development and revision of policies and procedures with the Administrative Team.

#### **7.0 PRINCIPLE DUTIES**

The principle duties of the Regional Manager are listed as follows:

- 7.1 To actively recruit, train and supervise an adequate number of staff to accomplish the units work load.
- 7.2 To review the position guide and relevant policies and procedures with each employee and ensure that each employee clearly understands his/her duties and responsibilities.
- 7.3 To evaluate all personnel reporting directly to this position and ensure that all employees within his/her designated region receives a performance evaluation at least once a year.
- 7.4 To initially and periodically review each employee's documents to ensure that they are properly credentialed for their work assignment, are properly trained and have the necessary tools and information to carry out their duties and responsibilities in an effective and timely manner.
- 7.5 The Regional Manager will conduct routine meetings with Program Coordinators and other staff to resolve issues, set goals and objectives and establish priorities.

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7.8 Monitor all services to ensure compliance with program and regulatory guidelines, specifications and rules.

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7.11 Ensure that all labor and employment practices meet with federal, state and local laws including, hiring, discharge, promotion, wage and salary, EEO, ADA.

7.12 With prior input and approval from the <sup>Executive</sup> Director ~~of Services~~, serve in the capacity as Public Relations Representative at public meetings. Develop and maintain an active community and client relations program.

7.13 Take appropriate action to correct Regional personnel performance problems and take steps to prevent their reoccurrence.

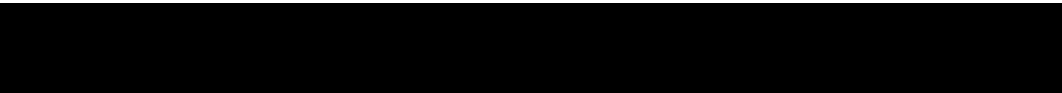
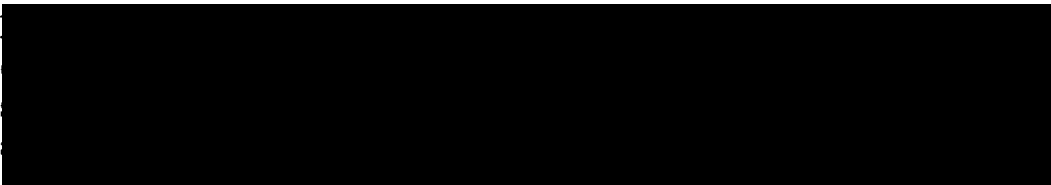
7.14 Ensure that quality and performance standards conform to organizational and regulatory requirements.

7.15 Develop and maintain effective lines of communication with the Director of Services, regional offices, Administrative Team, clients, local providers and community members.

7.16 Develop and implement quality control check points to capture client complaints. Ensure all complaints are facilitated in a timely manner and that clients are apprised of the corrective action.

7.17 Review all incident reports. Take steps to resolve client and/or employee issues in a timely manner. Ensure that all incidents are properly reported as per procedure. Monitor any instituted changes to determine what effect they had on resolving the problem.

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- 7.18 Ensure that all Regional documentation is accurate and filed in a timely manner.
- 7.19 Assist the Regional Management Team to make decisions and resolve day-to-day issues.
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- 7.21 Develop and monitor systems to track employee costs and use to schedule staff in the most efficient manner possible.
- 7.22 Develop and monitor systems that maximize employee time in billable activities.
- 7.23 
- 7.24 Perform other duties as requested by the ~~Director of Services~~ Executive Director