

Assistant Regional Manager

Functional Role: The Assistant Regional Manager position works closely with and under the direction of the Regional Manager to assist the Regional Manager, or in the Sitka Region, functions as one of two Assistant Regional Managers, each responsible for a direct area of services coordination and provision to clients and supervision of the direct service workers providing those services. In Sitka, the two Assistant Regional Managers will be responsible for either the Program for IDD Services or the Program of In-Home Services for Elders and Persons with Physical Disabilities.

This position is responsible to supervise any Service Coordinators or Program Assistants assigned to the programs under the responsibility of this position. This position is also responsible to supervise all direct service workers assigned to the programs to the programs under the responsibility of this position, including workers in the positions of personal care worker, chore worker, respite worker, training specialist levels I and II. If this position supervises a Service Coordinator, then the Service Coordinator may be assigned to be the first level supervisor of all direct service workers in the applicable program, and the Assistant Regional Manager would then be the higher level direct supervisor, with final decision making power on hiring, discipline, and evaluations.

The job of the Assistant Regional Manager includes, but is not limited to the duty to:

- a. Provide going supervision for program assistants or service coordinators, and direct service workers, being the higher level direct supervisor when the first level supervision of direct service workers is delegated or assigned to a Services Coordinator;
- b. Schedule all direct service workers for services with clients or required training.
- c. Oversee the payroll process for (a) Service Coordinator or Program Assistant staff, and (b) direct service workers of all categories assigned under this position. This includes review, verification, and digital entry of timesheets, client service records, and direct service staff notes. The process requires checks for overlaps, and review of actual times worked and services provided as compared to original schedule. Ensure timely and accurate submission of all timesheets and records to Central Office.
- d. Interview, select, and process for hire various direct service workers to assign to the appropriate program. (Best practice requires that if a Services Coordinator or Program Assistant will have front line/daily scheduling, training, or supervision of direct service workers, that they should be included in applicant interviews and their recommendations seriously considered by the Assistant Regional Manager.)
- e. Conduct initial orientation and training with new employees.
- f. Coordinate and maintain staff training information and seminars.
- g. Assist all staff supervised with problem solving and be highly accessible for client satisfaction, staff satisfaction, and incident/risk management issues.
- h. Interact with clients and client families about the scheduling and quality of services to clients, including receiving, returning, and initiating phone calls, texts, emails, or direct contacts.

- i. Receive and process according to agency P&P all reports from staff or clients/families of incidents of various types, including ensuring that internal Incident Reports, or external Critical Incident Reports are timely filed, and ensuring that all appropriate follow-up actions are taken by the Administrative Assistant, other personnel of the agency, or by external persons or agencies.

NOTE that all duties listed above, sections a. through i. are duties that the Assistant Regional Manager may delegate to a Services Coordinator, Program Assistant, or Administrative Assistant, where such additional “regional office staff” exists, with the delegated tasks subject to review by the Assistant Regional Manager, with the exception that front line or daily supervision in terms of scheduling or disciplining of direct service staff may not be delegated to an Administrative Assistant.

- j. Ensure that all completed projects meet the agency quality standards.
- k. Oversee staff training program, including ensuring renewal of all necessary trainings such as Universal Precautions, CPR and 1st Aid, and CPI. Find or develop additional trainings, enroll direct service workers in needed training for assistance with or administration of medication and other trainings. Ensure that all training is documented, including date and type of training, and staff names who complete training.
- l. Implement quality assurance measures throughout the direct service programs such as spot checks for direct service workers.
- m. Create or assist with staff recognition programs.
- n. Oversee all formal disciplinary actions of all staff being supervised.
- o. Collaborate with care coordinators of clients served to arrange Client Service Plans for the services to be provided by this agency, and set up internal agency Client Service Plan authorization and tracking.
- p. Conduct all meetings with clients/families when there is a grievance from the client side, or a serious concern from the agency side, and follow the complaint and grievance P & P of the agency. (Note difference in Waiver P & P Manual between “complaint” and “grievance.”)
- q. Review, process, submit, and follow up with the consumers on all incidents and/or injuries
- r. Ensure that all supervised staff maintain necessary certifications
- s. Report accomplishments, needs, and/or problems to the Regional Manager, the appropriate statewide Program Coordinator, or the Executive Director.
- t. Develop and submit reports, research required information, and other managerial or administrative tasks as assigned by the Executive Director.
- u. Obtain and maintain detailed knowledge of State regulations, Conditions of Participation, and the agency’s own Waiver P&P Manual, and ensure that the services and processes overseen by the Assistant Regional Manager meet those requirements.
- v. Conduct outreach to appropriate agencies in the community that refer clients to agency or who mutually serve agency’s clients, maintain good working relationships or work to improve. Attend community and inter-agency meetings relevant to area

- of work, participate in collaborative projects that benefit agency clients or workers (with approval of Executive Director if needed).
- w. Participate in public relations as directed by the Executive Director.

Qualifications:

1. Applicant must have Bachelor's or Master's Degree preferred: a degree in a health, special education, or social services field. Substitution of an Associate's Degree in a human services field and at least four years of experience in provision of human services may be considered.
2. Applicants must have managerial and supervisory experience, or if no such or very limited experience, applicant may be hired as a Trainee Assistant Regional Manager with an extended probationary period.
3. Applicants would be preferred who have prior supervisory level employment experience with CFC.

Job Class:

The Assistant Regional Manager position shall be in the exempt class. (Position is not eligible for overtime.)

To Apply – Email: 1. Download, complete, and sign Job Application (click link below).
2. Submit completed and signed Job Application with cover letter and *résumé* to Connie Sipe at csipe@cfc.org.

To Apply - US Mail: 1. Download, complete, and sign Job Application (click link below).
2. Submit completed and signed Job Application with cover letter and *résumé* via US Mail:

Center for Community
Attn: Connie Sipe
700 Katlian St. #B
Sitka, AK 99835

Job Application: <http://cfc.org/APPLICATION%20for%20EMPLOYMENT%20FORMFillIn.pdf>