

RICHLAND COUNTY POSITION DESCRIPTION

Position Title: Regional ADRC Manager

Department: Health and Human Services

Reports to: Regional ADRC Governing Board
Director, Health and Human Services

Grade: 27 (Non Union)

Date: May 24, 2010

Hours Per Week: 40

PURPOSE OF POSITION

The purpose of this position is to provide leadership, planning, and ongoing operation management for a regional Aging & Disability Resource Center (ADRC) known as the ADRC of Southwest Wisconsin – North with four satellite offices: Baraboo, Prairie du Chien, Mauston and Richland Center. Operations must be in compliance with the ADRC/State contract and in congruence with the State approved proposal for the ADRC of Southwest Wisconsin – North.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Leadership Organizational and Program Development: Give direction and leadership to the achievement of the mission, strategies and annual goals and objectives of the ADRC of Southwest Wisconsin as well as the four satellite offices.

- Oversees design, promotion, delivery and quality of programs and services provided by the organization as appropriate.
- Provide effective and inspiring leadership by being actively involved in all programs and services. Lead a continuous quality improvement process throughout the service areas, focusing on systems/process improvements. Provide regular and ongoing opportunities for all staff to give feedback on program operations.
- Lead a team of satellite program directors by developing and implementing training and retention strategies.
- Provide programmatic leadership and input for all strategic and business planning processes with the Board, Director and Staff.
- Ensure effective systems to track and regularly evaluate program components to measure successes that can be communicated effectively to all stakeholders.
- Provide leadership in development of inter-team communication and cohesiveness, sustaining culture and supporting staff.
- Assure the ADRC and its mission, programs, products, and services are presented consistently in strong, positive image to relevant stakeholders
- Develop, implement, and monitor regional plans, Memoranda of Understanding, agreements and related activities.
- Develop and manage inter-county contracts for compliance and act on issues of non-compliance

- Monitor and manage the fiscal operations of the ADRC of Southwest Wisconsin – North in partnership with the finance office of Richland County Health and Human Services.

Operational: It is expected that the regional manager position will be responsible for the day-to-day operations of the regional office, will support the local level operations to be efficient and effective, and work collaboratively within the management function team to identify and resolve ADRC operational issues. It is expected that the regional manager will visit and assist local offices and staff on a regular basis. Operational objectives will always strive to promote consumer centered practice.

- Assure integration of local plans and activities with regional efforts in areas such as Family Care Access, Marketing, Quality Assurance /Quality Improvement, Mental Health Access, Transition Services, Early Intervention/Prevention Services, Database and Telephone System Management, etc.
- Provide direction for development, implementation and monitoring of standard policies and procedures for basic ADRC operations, such as information & assistance (I&A), elderly and disability benefits counseling, long term care options counseling, transition services, prevention & early intervention services, short-term case management, complaint and grievance, and long term care eligibility determination and enrollment.
- Facilitate the development and implementation of a standard orientation and training process for new staff in key ADRC positions such as I & A Specialist and Benefit Specialist.
- Based on State site visits, evaluations and the results of quality assurance activities and input from ADRC regional management team, identify regional training needs and participate in the provision of training opportunities that complement and enhance local office training in important areas such as long term care functional screen, interviewing and communications skills, target group diagnosis and characteristics, cultural awareness, and ethics & boundaries.
- Work with local and regional partners to advocate for the interests and needs of older people, people with disabilities, and their families.
- Manage and supervise the ADRC of Southwest Wisconsin – North regional office staff.
- Participate in Health and Human Services recruiting, interviewing, hiring and training process for unit employees. Evaluate employee performance and make recommendations to the Director of Health and Human Services appropriate promotional, corrective or discharge actions.
- Participate in Agency, Health and Human Service Board, County Board, local ADRC Advisory Boards, and State meetings as required.
- Inform the Director and Health and Human Services Board of Aging and Resource Center issues and concerns.
- Comply with applicable federal and state laws, administrative rules, established agency procedures and accepted professional standards.
- Participate in on-going training, maintaining contemporary knowledge to ensure compliance with federal and state regulations.
- Maintain the confidentiality of client information and protected health information as required by State and Federal regulations, including the Health Insurance Portability and Accountability (HIPAA) Act of 1996.
- Work with local and regional partners to assess community needs and develop plans to meet identified needs.
- Prepare and provide information and reports related to regional operations and administration, including fiscal and program operations, community needs assessment, consumer input and feedback, quality assurance/quality improvement, marketing, and other information as needed for effective oversight and sound decision-making.

- Monitor and manage the ADRC/State contract for compliance and act as liaison with the State on fiscal, program and contract matters.

Governing Board and other Board: It is expected that the regional manager will be the liaison for the regional ADRC through regular Governing Board meetings and reporting.

- Facilitate the ongoing operation of the regional ADRC Governing Board.
- Convene regular Governing Board meetings following Richland County processes in consultation with Governing Board Chair.
- Provide professional consultation to the Board.
- Prepare and communicate fiscal information for Governing Board review.
- Prepare and provide information and reports related to regional operations and administration, including program operations, community needs assessment, consumer input and feedback, quality assurance/quality improvement, marketing, and other information as needed for effective oversight and sound decision-making.
- With the Governing Board Chairs of the ADRC of Southwest Wisconsin North and South and the southern ADRC regional manager convene Joint Governing Board meeting as needed.

Fiscal/Budget: It is expected that the regional manager will take the lead role in preparing and reporting a budget that represents the regional ADRC.

- With Regional Management Team gather fiscal information to prepare annual regional ADRC budget.
- Prepare and maintain Regional ADRC budget fiscal information using Health and Human Services approved spreadsheets and process.
- Manage the Regional ADRC office budget and authorize expenditures, revenues, monthly vouchers for the unit.
- Prepare required monthly, semi-annual and annual budget reports.
- Compile and organize data and prepare financial and written reports and memos to the County Board, State DHFS and Federal Authorities and any other granting authority.
- Identify federal, state and private grant opportunities and work with regional management, function teams and community partners to prepare and submit grant requests

Marketing: The regional manager is expected to conduct outreach and marketing for the regional ADRC at a regional and local level.

- Represent the ADRC of Southwest Wisconsin – North to the community at large through professional interaction, public speaking, media presentation, and participation in advisory groups and all regional functional teams.
- Identify outreach opportunities, consumer markets, and networking partners to promote the regional ADRC and better serve consumers.
- Represent Richland County Health and Human Services to the community at large through professional interaction, public speaking, media presentations, and participation in community advisory groups as requested.

Collaboration: Collaboration is the foundation of the regional ADRC model and includes collaboration with a sister ADRC (ADRC of Southwest Wisconsin – South), several operational function teams, and the State Office of Resource Development. The regional manager must be able to facilitate strong working relationships and support the non-hierarchical foundation of the regional ADRC.

- Provide collaborative leadership jointly with the regional manager of the ADRC of Southwest Wisconsin - South to develop, implement, and maintain shared functions of marketing, database management, training, universal access plan, and transition services.
- Provide collaborative leadership jointly with the regional manager of the ADRC of Southwest Wisconsin - South to develop, implement, and maintain a universal access plan for the Southwest Wisconsin Care Management Organization and any other long term care program as needed.
- Responsible for assuring effective regional management, using a collaborative style to lead and facilitate a Regional Management Team that works together to plan, coordinate, operate and monitor Aging and Disability Resource Center services.
- Provide leadership in the development of local and regional collaboration with community organizations and agencies outside the regional ADRC.
- Provide lead liaison role to the State Office of Resource Center Development for the regional ADRC and maintain a strong collaborative relationship with State Office staff and the assigned Quality Assurance State worker.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

- Bachelor degree from an accredited college or university in social work, sociology, human services-related field, public administration or other closely related field with five years of budget planning/financial management, supervisory, and project implementation/development experience, or any combination of education and experience that provides equivalent knowledge, skills, and abilities;
- Previous managed care experience or three (3) years experience working in public benefit programs such as Medical Assistance, Community Options Program, Community Integration Program is preferred;
- Knowledge and at least one (1) year experience developing, managing, and reporting complex operational budgets is required;
- Working knowledge of computers and computer programs that create and manage spreadsheets, databases, and documents is required;
- Current Wisconsin driver's license and unlimited access to reliable transportation.

PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Language Ability and Interpersonal Communication

- Ability to analyze data and information using established criteria, in order to define consequence and to consider and select alternatives. Ability to compare, count, differentiate, measure, and/or sort data and information. Ability to classify, compute, tabulate and categorize data.
- Ability to manage and direct a group of workers. Ability to counsel, mediate, persuade, convince, and train others. Ability to advise and interpret how to apply policies, procedures and standards to specific situations.
- Ability to utilize consulting data such as the regional ADRC resource database, state contract for ADRC compliance, Family Care Member Guide, Medicaid Handbook, State Memorandums,

computer manuals, personnel policy manual, accounting methods, computer software program manuals, legislative updates, etc.;

- Ability to communicate effectively with elderly and disabled persons, County Supervisors, subordinates, vendor representatives, advocacy groups, state officials, ADRC Regional Function Teams, and the general public both in writing, verbally, and in person.

Mathematical Ability

- Ability to add, subtract, multiply, divide, calculate decimals and fractions.
- Ability to compare, count, differentiate, measure and/or sort data and information.
- Ability to classify, compute, tabulate, and categorize data.

Judgment and Situational Reasoning

- Ability to use functional reasoning development in performing functions within influence systems such as associated with supervising, managing, leading, teaching, directing and controlling.
- Ability to use situational reasoning ability by exercising judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory or judgmental criteria.
- Ability to recommend transfer/promotion, correction/discipline, discharge of employee.

Physical Requirements

- Ability to coordinate eyes, hands, feet, and limbs in performing coordinated movements in operating educational aids and office equipment.
- Ability to exert moderate effort in sedentary to light work, including stooping, kneeling, crouching. Ability to handle, finger and feel. Ability to lift and carry.
- Ability to recognize and identify degrees of similarities and differences between characteristics of colors, forms, sounds, odors, textures etc. associated with objects, materials and ingredients.
- Ability to move and guide material using simple tools.
- Ability to physically respond to a variety of settings to provide services, including office, community locations, private residences, jail, etc.
- Ability to operate a motor vehicle.

Environmental Adaptability

- Ability, in regard to environmental factors such as temperature variations, noise, disease, and/or dust, to work under moderately safe and comfortable conditions.
- Ability to visit environments with a moderate risk for disease or physical harm.

Richland County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Supervisor's Signature

Date

Date