

Classification Title: Regional Center Director

FLSA Status: Exempt

BRIEF DESCRIPTION: Responsible for planning, developing and overseeing a comprehensive regional service delivery system which includes a broad range of County Departments, community organizations, and contract agencies. Works collaboratively across County Departments and with the community at large to prioritize service needs. Assesses, develops, and integrates service strategies and develops new initiatives and evaluates service outcomes. Develops the center's strategic business plan, manages the Center's budget, and provides oversight for a variety of administrative tasks in the day-to-day administration of the Center's services. Collects information on operational and administrative functions, analyzes findings, prepares reports and provides recommendations for solutions. Supervises administrative staff, shares supervision of programmatic managers and their staff, and oversight of facility's wide array of County programs.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	L	Manages and oversees of the Regional purview of services. Assures effective service coordination among service units, programs, and Departments. Establishes Center policies and procedures to assure uniform administration and delivery of services. Develops, recommends, and implements current and longer-term business plans. Represents the business interests of the agency in the community in work with local Chambers of Commerce, town government, and civic & non-profit organizations. Provides direct and administrative oversight of center staff. Facilitates monthly integrated management team meetings. Ensures proper service delivery and promote service integration. Works collaboratively with multiple County departments to optimize service interfaces. Monitors licensing and accreditation requirements.
2	S	Assures citizens within the region have access to a broad range of County services and that these services are delivered in a fiscally responsible manner. Analyzes qualitative and quantitative data to determine service direction and development. Analyzes client populations to determine needs and trends. Collaborates with community leaders within represented municipalities to address local needs. Serves as community liaison on various Agency issues. Invites citizens participation in a planning processes and partner collaboratively to develop ideas and tangibles to address community service needs.. Works in partnership with professional agencies, health providers, and other civic and non-profit organizations within the region. Maintains a thorough knowledge of community resources and develop systems to match these with the needs of the citizens. Fosters relationships to develop programs and services that compliment Center and County services. Directs the activities of the local Advisory Committee and assures coordination with Human Services/ Environmental Services Board priorities. Develops and implement an overall business and marketing plan.

3	S	Oversees budgetary activities and approval of budget actions. Coordinates and guides all fiscal affairs of the Center with operations, business and budget office representatives. Works collaboratively across departments to prioritize service needs and allocate resources to meet citizens' needs and produce positive outcomes. Works in partnership with Division Directors and Program Managers to monitor expenditures, revenue and explore innovative approaches to improve efficiency and use of resources. Monitors budget and fiscal compliance, track trends and request funding at appropriate levels to meet service demands. Exercises good fiscal stewardship and implements cost reduction activities as needed.
4	S	Assures service goals and activities are met. Recruits staff and assures staff meet legal mandates, policy and credentialing requirements. Completes job performance evaluations and initiates disciplinary actions when necessary. Develops strategic work plans to achieve the established goals of the Center and departmental priorities. Directs supervision of all operational staff. Trains staff, troubleshoots staff conflicts and issues. Assures cohesion and standardization of protocols between Center's services and central/corporate services. Ensures proper policy implementation and collection data to establish/support Regional Center teams are in compliance with county, state and federal guidelines. Evaluates customer needs and ensure staff is providing exceptional customer service.
5	L	Ensures proper inventory of office and medical supplies. Maintains vendor agreements with US Postal Service, vending, and recycling. Assures service compliance with local, State and Federal regulations and statutes. Monitors lincensure regulations, OSHA compliance, CLIA regulations, service and fiscal auditing activities. Monitors quality of contracted services. Modifies service delivery to meet emergent needs (ie: H1N1, Board of Elections voting site, Rabies Clinics, ACA Navigators). Oversees security procedures and safety plan. Develops customer response mechanisms to give consumers on-going input in delivery of services.

CLASSIFICATION REQUIREMENTS:

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Education	Bachelor's Degree in Health, Human Services or related field.
Experience	Five years of experience in administration or management and experience related to the area of employment.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	Class C Driver's license.
Reading	Advanced
Math	Advanced
Writing	Advanced
Managerial	Receives Broad Direction.
Budget Responsibility	Does research for documents, compiles data for computer entry, and/or enters or oversees data entry. Has responsibility for monitoring budget expenditures (typically non-discretionary expenditures) for a work unit of less than department size.

Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Interpersonal / Human Relations Skills	Work requires very frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact broad reaching and dynamic and may include the communication specific issues and/or general policies. Interaction with others outside of the department requires exercising participative management and negotiation skills that support County strategy and organizational goals. Work also requires the communication with direct reports to ensure maximum productivity in work assignments. Makes presentations and answers questions in regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Computer, County Mainframe, AS400, Advantage, Microsoft Word, Powerpoint, Excel, Projects, Telephone, fax, copier, calculator.

PRIMARY WORK LOCATION	
X Office Environment	Shop
X Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors	Other

PROTECTIVE EQUIPMENT REQUIRED:

None.