

## **POSITION DESCRIPTION**

## **DIRECTOR II**

Center for Adult Developmental Services  
Region Ten Community Services Board

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CLASSIFICATION TITLE: Director II

### GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt position. The incumbent serves as the Director II for Adult DD Case Management Services for Charlottesville and the County of Albemarle. Incumbent also is responsible for the hiring, direction and supervision of DD case managers. Ensures compliance with federal, state, and agency requirements, as well as maintains a positive working relationship with consumers, families, and other community partners. Provides advocacy for all consumers, as well as the linking, coordinating, and monitoring of all services provided, whether internal or external of Region Ten.

The incumbent reports to the Senior Director for Adult Developmental Services and receives limited supervision. In carrying out professional duties, he/she performs in accordance with applicable professional ethics and established CSB policies. The incumbent is expected to function with initiative and to utilize independent judgment.

The HIPAA access level for this position is Level One.

The essential functions of this job are starred below (\*) under "Major duties."

### MAJOR DUTIES:

1. \*Supervises Program Managers, Case Managers, Contract DD Case managers and CVTC liaison (and student interns when applicable), recruits and hires new employees, and coordinates and supervises training for all program staff.
2. \*Assures that complete, current consumer records are maintained and that they reflect comprehensive assessment of need as well as person centered planning.
3. \*Assures implementation of case management policies and procedures as described in state Medicaid manual, performance contract, and licensure regulations.
4. \*Works with DBHDS to coordinate the DD Medicaid Waiver Slot allocation process, adhering to all related DBHDS and DMAS policies.
5. \*Supervises liaison with state training centers, and oversees coordination of admissions and discharges.
6. \*Coordinates and/or participates in intra- and inter- agency efforts to improve the quality, responsiveness, and availability of services.
7. \*Participates in other activities and training to enhance professional skills.
8. Understands and ensures compliance with federal, state, and local standards or requirements, as well as agency policies and procedures. Utilizes available reports for monitoring team functioning and productivity.
9. Assigns cases and manages appropriate caseloads.
10. \*Teaches various ongoing trainings that are required for case management staff.
11. \*Provides a conduit for agency information to be communicated to all supervised staff.
12. \*Oversees budgets appropriate to case management programs. Understands, monitors, and maximizes revenue.
13. \*Reads all agency communication (i.e., Ten, Region Ten's newsletter, E-mail, etc.).
14. \*Maintains computer literacy needed for all pertinent business programs.
15. \*Respects the confidentiality of Region Ten's staff, consumers and families.
16. \*Oversees coordination of written probationary and annual performance evaluations for case management staff, in accordance with Region Ten's Human Resources policies.
17. \*Seeks and develops resources in the community for case management services.
18. Promotes an overall culture of service efficiency, effectiveness, and accessibility, while prioritizing consumer participation and satisfaction.
19. \*Maintains a valid Virginia driver's license and own transportation that is safe and can be used for work-related travel.
20. Promotes the agency's mission, values, and strategic plan, and motivates staff toward positive participation in agency endeavors
21. Provides leadership to team and to agency staff by actively and positively engaging in planning, development, and implementation of agency goals.
22. Attends all training updates on the electronic health record. Serve as the conduit of information and ensure education and updating of all of your staff on the electronic health record, data accuracy, and quality documentation.
23. Provide case management services as needed.
24. Prepare reports and presents program issues for staffing with Senior Director.
25. Evaluate and monitor all program procedures for efficiency and effectiveness.
26. Facilitate team meetings, providing agenda and meeting minutes.
27. \*Other duties as assigned by the Senior Director of Adult Developmental Services.

### QUALIFICATIONS:

To ensure the safe and efficient operation of the program, a valid Virginia Driver's License plus an acceptable driving record as

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issued by the Department of Motor Vehicles are required. For business use of a personal car, a certificate of valid personal automobile insurance must be provided. Bachelor’s degree in a human services field and at least five years’ experience working with individuals with developmental disability required. Master’s degree preferred. Supervisory experience in DD Case Management Services is preferred. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

a. Knowledge of: the definition causes and program philosophy of developmental disability; treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning and service coordination; different types of assessments and their uses in program planning; individual rights; local community resources and service delivery systems, including support services, eligibility criteria and intake process, termination criteria and procedures and generic community resources; types of developmental disability programs and services; effective oral, written and interpersonal communication principles and techniques; general principles of record documentation; the person-centered planning process and the major components of an Individual Support Plan; program development; effective supervision practices

b. Skills in: Staff supervision and leadership; interviewing; identifying and documenting an individual consumer's needs for resources, services and other assistance; identifying services to meet the individual's needs; coordinating the provision of services by diverse public and private providers; analyzing and planning for the service needs of individuals with developmental disabilities; formulating, writing, and implementing Individual Support Plans to promote goal attainment for individuals with developmental disabilities; successfully using assessment tools; identifying community resources and organizations and coordinating resources and activities. creative problem-solving; effective supervision; responding to individual and programmatic needs; understanding and managing a budget; maximizing revenue; public education, consultation, and outreach; setting priorities and limits; effective communication; enhancing working relationships with and between others

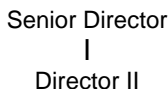
Abilities to: recruit, train, supervise and evaluate job performance of staff and interns; motivate and lead staff; demonstrate a positive regard for individuals and their families (e.g. permitting risk taking, avoiding stereotypes of individuals with developmental disabilities, respecting individuals' and families' privacy, believing individuals can grow); respecting consumers' and families' privacy; be persistent and remain objective; work as a team member, maintain effective inter- and intra-agency working relationships; establish and maintain ongoing supportive relationships; work independently, interpret policy of agency, develop and implement program policy and responsiveness and effectiveness of services; meet applicable state standards for program services; perform position duties under limited supervision; communicate clearly and effectively, verbally and in writing; drive defensively.

MANAGER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Manager Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board  
800 Preston Avenue  
Charlottesville, VA 22903

POSITION ORGANIZATION CHART



GRADE: 14

SCHEDULE: Monday through Friday, 8:00 a.m. to 5:00 p.m.

Position Description Updated: May 9, 2019

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, abilities) included in this description. I also understand the performance standards as they apply to this position.

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Signature

Name Printed

Date