

# REGIONAL MANAGER

<b>JOB TITLE</b>	Regional Manager
<b>REPORTS TO</b>	Family Support Services Director
<b>DEPARTMENT/REGION NAME</b>	
<b>FTE</b>	
<b>FLSA</b>	Exempt
<b>PAY GRADE</b>	14

OFSN is a family run organization that values those who have direct experience raising a child with significant mental, behavioral health challenges. OFSN gives preference to hiring individuals who have their direct experience.

**PRIMARY PURPOSE**

The Regional manager is responsible for consistently demonstrating OFSN's values in all business interactions and performance. The Regional manager exhibits a spirit of cooperation, showing adaptability and flexibility while supporting organizational policies, procedures and goals. The Regional manager is also responsible for developing and maintaining trusting relationships with their team, OFSN co-workers and community/system partners as well as contractors. The Regional manager ensures all resources of the office, personnel (regional) are used in the most efficient and effective manner. Regional managers must demonstrate creativity in problem solving and contribute new ideas and solutions to the organization. The Regional manager is responsible for supervising staff in their region and for managing the regional office and contract deliverables.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Facilitate building personal and professional contacts and coalitions
- Proficiently work with software, data systems, websites and social networking and trains other staff members to utilize this technology and data systems.
- Develop annual calendar of regional events to plan, implement and maintain family engagement, including support groups and large group events
- Manage and support employees and contractor positions
- Attend various county, regional or state policy advisory meetings as required to effect system improvement, integration and collaboration.
- Maintains a high attention to detail while also maintaining a big picture perspective.
- Work effectively across multiple systems and be responsive to diverse groups (i.e., cultural/ethnic, geographic and socio-economic)
- Responsible for maintaining accurate records and providing monthly reports as requested in a timely manner.
- Attends agency All Staff, Management and Board/Committee meetings as requested and/or required
- Participates in required training programs.
- Assist with developing and monitoring annual program budget for region(s) assigned, ensuring that funds are allocated and spent in the most appropriate and cost-efficient manner.

## OTHER DUTIES AND RESPONSIBILITIES

- Develop, assist, attend and/or participate in supportive services for parents/caregivers (e.g., support groups, family activities, recognition events, training).
- Assist with and attend OFSN or community special events when requested.
- Communicate effectively with family members, wraparound team members, community supporters, educators, staff, family partners and others to develop respect and trust, facilitate collaboration, and progress towards goals using a strengths base approach.
- Other duties as assigned or needed by the organization.

## QUALIFICATIONS

- Prefer BA degree in a related field with a minimum of three years of progressively responsible experience that is directly related to the duties and responsibilities specified. Additional education may be substituted for experience, and educational qualifications may be waived depending on work history.
- Must have a minimum of 2 years' experience as a family partner.
- Demonstrated ability to bring multiple views and perspectives together for common services, supports and outcomes.
- Proven effective communication at multiple levels.
- Must be able to work with multiple projects within tight timelines and deadlines.
- Demonstrate excellent organizational and time management skills.
- Proven ability to work independently and part of a team.
- Proven ability and experience to work with diverse cultural, religious, racial, educational, socio-economic, gender expression and alternative cultural backgrounds.
- Have reliable transportation, valid and current automobile insurance and a good driving record.
- Proven diplomatic and conflict resolution skills
- Must be able to lift 25 pounds
- Knowledge and understanding of confidentiality standards according to HIPAA
- Must pass a criminal and abuse background check
- Comprehensive knowledge of Microsoft Office and high level of comfort with technology and software programs.
- General knowledge of office machines and telephones
- Ability to represent complex and diverse issues in an articulate and compelling manner.
- Must be able to meet all state requirements and be registered as a Traditional Health Worker with a worker type of Family Support Specialist within 6 months of hire.

1. **PHYSICAL DEMAND** - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.

A. The physical effort typically applied in this job includes (check all applicable boxes):

<input checked="" type="checkbox"/>	Lifting	<input type="checkbox"/>	Pulling	<input checked="" type="checkbox"/>	Reaching	<input type="checkbox"/>	Manipulating
<input checked="" type="checkbox"/>	Carrying	<input checked="" type="checkbox"/>	Pushing	<input type="checkbox"/>	Shoveling	<input checked="" type="checkbox"/>	Keying/typing
<input type="checkbox"/>	Other (specify)						

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				x
Between 1 & 5 lbs.		x		
Between 5 & 25 lbs.	x			
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

- |  |  |   |  |
|--|--|---|--|
| <input checked="" type="checkbox"/> Sitting  | <input checked="" type="checkbox"/> Standing | <input checked="" type="checkbox"/> Walking |  |
| <input type="checkbox"/> Stooping            | <input checked="" type="checkbox"/> Bending  | <input type="checkbox"/> Confined           |  |
| <input checked="" type="checkbox"/> Carrying |  |   |  |

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

- |   |  |
|---|--|
|   | Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.  |
|   | Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved. |
|   | Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.                                    |
| X | Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.    |
|   | Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.   |

3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

- |  |                                |                                    |                                |
|--|--------------------------------|------------------------------------|--------------------------------|
| <input type="checkbox"/> Dust            | <input type="checkbox"/> Dirt  | <input type="checkbox"/> Heat      | <input type="checkbox"/> Cold  |
| <input type="checkbox"/> Fumes           | <input type="checkbox"/> Noise | <input type="checkbox"/> Vibration | <input type="checkbox"/> Water |
| <input type="checkbox"/> Other (specify) |                                |                                    |                                |

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this particular job):

- |   |   |
|---|---|
|   | The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.  |
| X | Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable. |
|   | The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.               |
|   | The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.             |

Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.
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**4. ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):**

Compliance with general company standards.  
 Work in community-based environments and facilities.  
 Some weekend and evenings may be required  
 Travel across the state and some overnights required  
 Travel within the region is required. Occasional multi- state travel and overnight stays are required.

**5. SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):**

Compliance with general company standards.  
 Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

**6. EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.**

<input type="checkbox"/> Executive/Senior Level Managers (1.1)	<input checked="" type="checkbox"/> First/Mid-Level Managers (1.2)	<input type="checkbox"/> Professional (2)	<input type="checkbox"/> Technician (3)
<input type="checkbox"/> Sales (4)	<input type="checkbox"/> Administrative Support Workers (5)	<input type="checkbox"/> Craft Worker (6)	<input type="checkbox"/> Operative (7)
<input type="checkbox"/> Laborer (8)	<input type="checkbox"/> Trainer/Family Support Specialist		

**7. SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.**

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>

