

REGIONAL MANAGER

JOB TITLE	Regional Manager
REPORTS TO	Family Support Services Director
DEPARTMENT/REGION NAME	
FTE	1.0/Full Time
FLSA	Exempt
PAY GRADE	14

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

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 this 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

Manage Personnel (34%)

- Provide oversight supervision for assigned employees and contractor positions.
- Maintain attention to detail and ensures that staff work is aligned with organizational priorities, policies, and procedures.
- Supervise effectively across differences and be responsive to linguistic and culturally needs of personnel (i.e., cultural/ethnic, geographic, and socio-economic).
- Participate in required training programs and ensures all assigned personnel are meeting training requirements.
- Model and supervise employees using the Family Support Specialists competencies and always align practice with peer principles.
- Share and use personal lived experience and professional expertise in supervision and management role.
- Align supervision and regional leadership with organizational priorities, messaging and precedence.

Manage Contract Deliverables (33%)

- Understand and administer contract deliverables in the region within organizational policies, procedures, and assignment.
- Assess and make recommendations to executive staff for expansion or efficiency of contract funding, staffing models and/or program development.
- Ensure that staff documentation, progress notes and other required information is completed and submitted timely and completely.
- Understand and ensure collaborative relationships are built and maintained with contract partners, community partners and families.
- Attend various county, regional or state policy advisory meetings as required to effect system improvement, integration, and collaboration.
- Facilitate building organizational contacts, partnerships, and coalitions across the assigned region.

Administrative (33%)

- Proficiently work with software, data systems, websites and social networking and supports team members to utilize this technology and data systems.
- Develop and implement an annual calendar of regional events that support family engagement, including support groups and large group events, family advocacy and identified OFSN training.
- Responsible for maintaining accurate records, tracking, and ensuring monthly reports are timely..
- Ensure safety and compliance for all regional work locations, employees, and company assets.
- Attend organization meetings, statewide committee or taskforce meetings as requested and/or required.
- 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.
- Ability to use diplomatic and conflict resolution skills to facilitate collaborative relationships in alignment with the organization.

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.
- Develop and sustain engaged, positive and collaborative working relationships with community partners, families, and contractors.
- Other duties as assigned or needed by the organization.

QUALIFICATIONS

- 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.
- Requires experience working as a peer support to families raising a child with emotional, behavioral, mental health, developmental, or other health challenges.
- Excellent written and verbal communication skills, and ability to present and work with diverse audiences, specifically racial, ethnic, gender expression, socioeconomic, education, spiritual and alternative cultural backgrounds.
- Must be able to pass preemployment requirements, which includes a criminal and abuse background check.
- Ability to represent complex and diverse issues in an articulate and compelling manner.
- Demonstrated ability to bring multiple views and perspectives together for common services, supports and outcomes.
- 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.
- Have reliable transportation, valid and current automobile insurance and an insurable good driving record, or access to reliable transportation.
- Knowledge and understanding of confidentiality standards according to HIPAA.
- Comprehensive knowledge of, or ability to use, Microsoft Office (such as Word, Excel, PowerPoint), database, and electronic health record software, and virtual platforms (such as Zoom and Google Meets).

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):

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is intermittent with checking or inspection involved.
<input type="checkbox"/>	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.
<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	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):

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
<input checked="" type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	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.
<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

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.
 May require remote work or virtual work and training delivery.
 Requires regular and reliable attendance.

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. Maybe different formatting?

<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"/> Service Worker (9)		

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>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>