

State of Washington
Dept. of Social and Health Services
 invites applications for the position of:



Developmental Disabilities Administrator (R2 SOLA - Seattle, WA) 2014-01743

SALARY: \$4,014.00 - \$5,266.00 Monthly

OPENING DATE: 02/19/14

CLOSING DATE: 03/02/14 05:00 PM

DESCRIPTION:



Our Vision:

Safe, healthy individuals, families and communities

Our Mission:

Transforming Lives

Our Values:

Honesty and Integrity ♦ Pursuit of Excellence ♦ Open Communication
 Diversity and Inclusion ♦ Commitment to Service

The Developmental Disabilities Administration (DDA) assists individuals with intellectual disabilities and adults with disabling conditions to gain access to the high quality, cost effective supports that they need.

This position is within the Region 2 State Operated Living Alternative (SOLA) program. Region 2 SOLA is currently recruiting for a dynamic and motivated **Developmental Disabilities Administrator (Quality Assurance and Compliance Manager)** to support their SOLA program.

This position is **full-time** and **permanent**.

Core work hours are **9:00am to 5:30pm**, with Saturdays and Sundays as regularly scheduled days off.

If you have questions regarding this recruitment, please refer to the contact information located in the Supplemental Information section of this publication.

DUTIES:

The primary purpose of this position is to ensure that residential services are delivered per WAC and administration policy, ensuring the health and welfare needs of SOLA clients are safeguarded.

In Region 2 of the State Operated Living Alternatives (SOLA) program and under the direction of the Program Administrator, this position is responsible for Program and Standard Operating Procedures (SOP) development, quality assurance and compliance with certification required for the SOLA program.

This position will also provide programmatic direction in conjunction with the management team to all staff in Region 2 SOLA; supervise the health care coordinator, client account fiscal technician and residential service coordinators, while working collaboratively with field service resource staff, residential case management staff and DDA headquarters.

Program Management:

- Develop, plan, implement, and monitor SOLA Quality Assurance standards to ensure compliance with DDA policy, WAC certification requirements and the Residential Service Guidelines.
- Oversee corrective action follow up of any certification inspection and complaint investigation findings;
- Complete regular quality assurance visits at varying times of day to all SOLA homes to ensure participants care is provided per RCW, WAC, policy, and residential service guideline requirements;
- Conduct investigations as required by supervisor; prepare preliminary findings; develop and monitor Corrective Action Plans;
- Consult on Individual cases and complex problems/issues with participants;
- Review participant files to assess for overall quality of file document; identify areas for improvement and opportunities for better service coordination;
- Assign, hire, supervise, train, and evaluate paraprofessional staff within a collective bargaining labor environment;
- Develop and implement agency procedures, trainings, and best practices.

Communication and Collaboration

- Understands and interpret the DSHS/DDA mission, program policies and procedures; WAC and other regulations to staff, participants, families, service providers and other interested groups;
- Responds to Inquiries from the public, other department administrations/divisions;
- Compose professionally cogent and grammatically correct correspondences;
- Maintains positive relationships with parents, advocates, developmental disability vendors, and constituency groups and carries out effective public relations for the agency.
- Organizes the work environment and prioritize work assignments to meet timelines and/or other priority assignments as directed by management.
- Serves as acting SOLA Administrator in the latter's absence.
- Represent DDA at community meetings and residential agency meetings as required.
- Carries pager for standby/on call 24-hr. program oversight.
- Attend trainings, conferences, and workshops as required.

Client Support:

- Identify support needs of persons with developmental disabilities and work with case management to ensure appropriate services.
- Collaborate with other agencies and professionals to meet assessed client needs.

QUALIFICATIONS:

REQUIRED EDUCATION AND EXPERIENCE

- A Bachelor's degree in behavioral sciences, special education, business administration, public administration, or other related fields AND Four years of professional experience in the human services field of which: (A) two years involved individuals with intellectual disabilities or other handicapping conditions; and, (B) one year of supervisory or administrative or professional program service delivery responsibility. With the exception of (A) and (B), graduate training may be substituted, year for year, for the required experience.

DESIRED SKILLS AND ABILITIES:

- Ability to assist SOLA staff to develop participants' Individual Instruction Support Plan with meaningful goals, achievable objectives and measurable outcomes; be able to identify and monitor support needs for the delivery of quality services and the protection of harm.
- Communicates verbally and in writing with other staff, case managers, clients, relatives, guardians and outside agency personnel.
- Ability to participate in community and agency meetings demonstrating collaborative, cooperative, professional communication skills.
- Ability to assist SOLA staff to develop participants' Functional Assessments and Positive Behavior Support Plans; be able to identify and monitor behavioral support needs for persons who pose a significant risk to themselves or to the community.
- Ability to assess and identify training needs; the ability to develop and deliver impromptu and formalized trainings.
- Ability to evaluate crisis and/or complete client issues and staff with appropriate authority to avoid potential liability and/or negative outcomes.
- Ability to solve complex problems with application of limited resources.
- Ability to identify those serious issues which need to be reported to supervisor/chain of command.
- Ability to prepare clean and understandable written and oral reports and correspondence.
- Ability to collect, prepare, and present data in varied formats for varied audiences.
- Knowledge of RCWs, WACs, and policy and procedures to ensure program compliance.
- Ability to develop agency procedures.
- Ability to facilitate staff and client meetings.
- Ability to direct agency staff in fulfilling their mandatory reporter requirements.
- Ability to work with clients who may exhibit challenging behavior, clients with a dual diagnosis of developmental disability and mental illness; clients with community protection issues and/or clients with health issues.
- Ability to apply principles of Quality Improvement, Quality Assurance to SOLA program.
- Ability to be flexible with completing work in an office environment or clients' homes.
- Possess basic computer skills including use of email, word processing, Excel, PowerPoint, and internet access.
- Ability to work extended hours and on varied shifts including weekends.
- Ability to perform on-call/standby duties and to use a 24 hour cell phone.

SUPPLEMENTAL INFORMATION:

- Be able and willing to travel statewide as required.
- Successful completion of Basics of supervision training or equivalent.
- Position must maintain certification in CPR/First Aid and Blood Borne Pathogens.
- This position has been designated as emergent under the DSHS Comprehensive Emergency Management Plan. The incumbent may be required to perform the following during a recognized emergency/disaster:

- 1) Report for duty on short notice for a specified timeframe;
- 2) Report for duty outside of normally scheduled work hours and workdays;
- 3) Report to a duty station that is different from the official duty station;

4) Perform work tasks outside the normal scope of duties reflected in this PDF. During a recognized emergency, the duties may be different from normal duties and will be temporary in nature, lasting only as long as necessary to resume normal operations.

WORKING ENVIRONMENT:

- Perform work in an office environment and in clients' homes for monitoring and oversight of staff, monitoring client living conditions, and maintenance of homes by staff.
- Work environment may be fast paced with short deadlines.
- May work both indoors and outdoors in all weather conditions.
- May have to work evenings, weekends, or holidays.
- Travel as required for meetings, trainings, and conferences/workshops.
- Carry pager and cell phone for 24 hour standby/on-call program.

How to apply - Only on-line applications will be accepted for this position

- Complete the Education section of the application in entirety.
- Complete the "Work Experience" section of your application in entirety, **including any and all applicable work experience you wish to have taken in to consideration.** Give details and be descriptive.
- Provide valid, current contact information for three professional references either in the Reference section of the application or in the space provided under "Supplemental Questions".
- Using the ATTACHMENT feature when applying, you **MUST** attach **a copy of your college degree transcripts (official or unofficial will be acceptable).**
- Using the ATTACHMENT feature when applying, you **MUST** attach **a Letter of Interest** outlining how you meet the skills and abilities listed in the job posting.
- Using the ATTACHMENT feature when applying, you **MUST** attach **a chronological resume, including dates of employment.**

If you are not able to attach your document(s) you can send the information to me via email at tammy.boerigter@dshs.wa.gov (preferred method) or via fax to (206) 361-3018 no later than the closing date and time of this job posting. If sending via fax, make sure to include the specific job referral number and my name on the cover page. **Failure to provide these application documents WILL result in disqualification.**

Background checks, which may include fingerprinting, are required for employees and applicants considered for selected positions within DSHS. Employees/applicants will be required to sign a release authorizing the background check. Failure to do so shall disqualify the applicant from employment in these positions. Information obtained from background checks will not necessarily preclude employment.

The Washington State Department of Social and Health Services is an equal opportunity employer and does not discriminate on the basis of age, sex, marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons requiring accommodation in the application process or this job announcement in an alternative format may contact the recruiter at (206) 361-3063. Applicants who are deaf or hard of hearing may call through the Washington Relay Service by dialing 7-1-1 or 1-800-833-6388.

For questions about the position, its duties, work location, etc. contact the hiring program coordinator, Kim Eagle at (206) 366-6702.

For questions about this recruitment notice, contact: Tammy Boerigter at tammy.boerigter@dshs.wa.gov.

**Developmental Disabilities Administrator (R2 SOLA - Seattle, WA) 2014-01743
Supplemental Questionnaire**

- * 1. (300 351X H24 R1) Do you possess a Bachelor's degree in behavioral sciences, special education, business administration, public administration, or other related fields AND Four years of professional experience in the human services field of which: (A) two years involved individuals with intellectual disabilities or other handicapping conditions; and, (B) one year of supervisory or administrative or professional program service delivery responsibility? With the exception of (A) and (B), graduate training may be substituted, year for year, for the required experience.
- Yes
 No
- * 2. (300 349H H24 D3) Which of the following best describes your level of professional experience in utilizing and coordinating multiple social service programs and resources to meet client needs?
- I have more than 5 years of this type of experience.
 I have 3 to 5 years of this type of experience.
 I have 1 to 3 years of this type of experience.
 I have less than 1 year of none of this type of experience.
- * 3. In the box below, describe in detail how you gained the above selected experience and how it relates to the position you are applying for.
- * 4. (300 349H H24 D6) Which of the following best describes your level of professional experience in monitoring client services for compliance with program requirements, WACs, RCWs, operating policies and procedures?
- I have more than 5 years of this type of experience.
 I have 3 to 5 years of this type of experience.
 I have 1 to 3 years of this type of experience.
 I have less than 1 year of none of this type of experience.
- * 5. In the box below, describe in detail how you gained the above selected experience and how it relates to the position you are applying for.
- * 6. (300 349H H21 D2a) Which of the following best describes your level of professional experience developing and monitoring client services?
- I have more than 5 years of this type of experience.
 I have 3 to 5 years of this type of experience.
 I have 1 to 3 years of this type of experience.
 I have less than 1 year of none of this type of experience.
- * 7. In the box below, describe in detail how you gained the above selected experience and how it relates to the position you are applying for.
- * 8. (300 349H H21 D6a) Which of the following best describes your level of professional experience working collaboratively in close partnership with team members, case managers, families/guardians, and other agency partners?

- I have more than 5 years of this type of experience.
 - I have 3 to 5 years of this type of experience.
 - I have 1 to 3 years of this type of experience.
 - I have less than 1 year of none of this type of experience.
9. In the box below, describe in detail how you gained the above selected experience and how it relates to the position you are applying for.
- * 10. (300 349H H21 D10a) Which of the following best describes your level of professional experience developing corrective action plans for findings from audits, evaluations, and surveys?
- I have more than 5 years of this type of experience.
 - I have 3 to 5 years of this type of experience.
 - I have 1 to 3 years of this type of experience.
 - I have less than 1 year of none of this type of experience.
- * 11. In the box below, describe in detail how you gained the above selected experience and how it relates to the position you are applying for.
- * 12. (300 349H H21 D13a) Which of the following best describes your level of professional experience providing quality assurance activities and oversight in a social service setting?
- I have more than 5 years of this type of experience.
 - I have 3 to 5 years of this type of experience.
 - I have 1 to 3 years of this type of experience.
 - I have less than 1 year of none of this type of experience.
- * 13. In the box below, describe in detail how you gained the above selected experience and how it relates to the position you are applying for.
- * 14. (300 349H H21 D17a) Which of the following best describes your level of professional experience with MS Office Suite: Word, Excel, Access; and MS Outlook, SharePoint?
- I have more than 5 years of this type of experience.
 - I have 3 to 5 years of this type of experience.
 - I have 1 to 3 years of this type of experience.
 - I have less than 1 year of none of this type of experience.
- * 15. (300 349H H21 D19a) Which of the following best describes your level of professional experience conducting presentations and trainings to a variety of audiences?
- I have more than 5 years of this type of experience.
 - I have 3 to 5 years of this type of experience.
 - I have 1 to 3 years of this type of experience.
 - I have less than 1 year of none of this type of experience.
- * 16. In the box below, describe in detail how you gained the above selected experience and how it relates to the position you are applying for.
- * 17. (300 349H H23 D4) Which of the following best describes your level of professional experience providing technical assistance or consultation to social service agencies?

- I have more than 5 years of this type of experience.
- I have 3 to 5 years of this type of experience.
- I have 1 to 3 years of this type of experience.
- I have less than 1 year of none of this type of experience.

- * 18. In the box below, describe in detail how you gained the above selected experience and how it relates to the position you are applying for.

- * 19. (300 H31 R3) In order to be considered for this position, you must include at least three professional EMPLOYMENT references. One must be your current or last supervisor and two others. Include their title, valid contact information and email (if available). If you are new to the job market, personal references from teachers, coaches, professors etc. will be accepted. If scheduled for an interview, you will be asked to sign a DSHS Reference Check Release Form. In the box below, list the three professional or personal references and their valid contact information.

* Required Question