



Position: Manager of Family Services V

Full-time, Exempt

Salary Range \$5,858.67 - \$9,441.47 Monthly

Location: Pomona

Division: Client Services–Family & Transition Units

The Organization

San Gabriel/Pomona Regional Center (SG/PRC) is a private, non-profit agency that is contracted with the State of California, Department of Developmental Services, to provide services to individuals with intellectual and developmental disabilities. SG/PRC has proudly served the San Gabriel and Pomona Valleys since 1986, serving 30 cities in its catchment area. We serve individuals across the lifespan from infants and toddlers, school age children, transition-age youth, to adults and aging adults.

The Position

Under the general direction of the Associate Director of Family and Transition Services, the Manager of Family Services provides strategic leadership to a team of dedicated Service Coordinators, ensuring effective service delivery and high-quality, person-centered practices. The Manager promotes collaboration, drives continuous improvement, and advances the organization's commitment to empowering the individuals and families served.

Essential Job Functions

- Provides direction and leadership to Service Coordinators, including effective coaching and supervision.
- Assigns individuals to Service Coordinators and oversees the service coordination process.
- Conducts monthly unit meetings as well as individual staff member supervision meetings.
- Interacts with vendors, individuals and/or family members or other personnel as required.
- Ensures compliance with agency standards, policies and procedures.
- Maintains effective performance tracking, evaluation of employees, identification of strengths and areas requiring further improvements.
- Approves expenditures of agency purchase of service funds.
- Participates in consultation committees.
- Serves on internal committees as assigned.
- Serves as a representative to other community agencies.
- Supports staff with Notices of Action (NOA).
- Supports staff with advocacy assistance training in educational services.
- Performs other job duties as deemed necessary.
- Participates in after-hours On Call Coverage for the agency.

Employment Standards

A master's degree in social work or related field and three years of experience supporting individuals with developmental disabilities; or a bachelor's degree and five years of relevant experience. A

combination of training and supervisory experience that demonstrates the required knowledge and abilities may also qualify.

Knowledge and Abilities

- Demonstrated ability to provide effective supervision, coaching, and staff development.
- Working knowledge of Regional Center systems, policies, and procedures.
- Familiarity with medical and psychological terminology.
- Understanding of developmental assessments.
- Awareness of multicultural considerations in service delivery, family support needs, and available community resources.
- Strong ability to instruct, guide, and motivate staff toward high-quality service delivery.
- Ability to analyze complex issues and recommend effective, person-centered solutions.
- Excellent written and verbal communication skills.
- Proven adaptability and capacity to manage shifting priorities in a fast-paced environment.
- Strong critical thinking skills.
- Ability to apply sound judgment and de-escalate conflicts and disagreements.
- Strong teamwork and collaborative skills.

Physical Demands & Work Environment

- Primarily sedentary work performed in an office environment.
- Occasional driving to and from field visits and meetings.
- Ability to sit for extended periods and operate a computer and standard office equipment.
- Clear verbal communication in person and by phone.
- Occasional standing, walking, bending, and reaching to access files and supplies.
- Occasional lifting, pushing, or pulling of items up to 25 pounds.
- Adequate visual acuity to read documents, use a computer monitor for prolonged periods, and review detailed information.
- Work occurs in a typical office setting with standard lighting, temperature, and moderate noise levels.
- Employees are expected to follow safe and ergonomic work practices.

Reasonable accommodation may be provided to enable individuals with disabilities to perform essential job functions.

Other Essential Requirements

Employees using a private vehicle for agency purposes must maintain a valid driver's license and minimum liability insurance coverage.

Professional Development Opportunities & Growth

SG/PRC values the professional development of staff! Many Service Coordinators and Administrative staff gain experience and enter Supervisor, Manager, or Director positions.

Diversity, Equity, and Inclusion

SG/PRC values and celebrates diversity. We continue to advance initiatives that strengthen our commitment to inclusion and belonging.