

DIRECTOR OF PROGRAM OPERATIONS

The Director of Program Operations assists and supports the Executive Director in the overall management of the Association and advises the Executive Director and the Board on programmatic and legislative matters to further the mission of the organization. The position requires significant experience working with or in California's regional center system and the ability to grasp complex and interrelated programmatic and policy issues.

The Director of Program Operations acts in the Executive Director's absence as the official representative of ARCA, which includes representing ARCA at the state Legislature, advising the ARCA Board of Directors in programmatic, legislative, and policy issues as well as representing ARCA at committee and public meetings. When acting in the Executive Director's absence, the Director of Program Operations also oversees management of the ARCA staff and operations.

Reporting to the Executive Director, the Director of Program Operations plays a critical role in the following:

1. Maintenance of current knowledge and trends related to the developmental services system;
2. Assistance to ARCA's Executive Director to advance the programmatic and policy goals of ARCA and the regional centers;
3. Provision of information and support to members of ARCA's Board of Directors and regional center staff;
4. Fostering relationships and information sharing with stakeholders, the Administration, the Legislature, and legislative staff; and,
5. Representation of ARCA and California's developmental services system in the broader community.

Duties and Responsibilities include:

1. Maintain a working knowledge of significant developments and trends in the developmental disabilities field.
2. Monitor and research programmatic issues, legislation, and policies and analyze the impact of these on the regional centers' ability to provide comprehensive, fiscally sound services to individuals with developmental disabilities.
3. Work in conjunction with and assist the Executive Director to assure ARCA carries out its long-range strategic plan to achieve its mission and toward making consistent and timely progress.
4. Provide leadership and mentoring to other ARCA staff members through orientation, in-service and review of draft work products to ensure consistency with ARCA's strategic plan.
5. Brief the Executive Director and ARCA staff on emerging programmatic and policy issues and present analyses and summaries to regional centers orally and in writing.
6. Attend meetings of the ARCA Board of Directors, ARCA committees, DDS, and outside partners.
7. Serve as a staff liaison to the committees of the Board and discipline groups, as appropriate.

8. Respond to regional centers' inquiries concerning programmatic, legislative, and policy matters.
9. Prepare and present summaries, briefings, reports, position papers, and presentation materials demonstrating research, conclusions, and recommendations in writing and at ARCA Board of Directors, committee, and discipline group meetings.
10. Work with ARCA committees and others to develop recommendations for legislative improvements to regional center programs and services consistent with ARCA's positions.
11. Prepare position papers, bill amendments, and supportive documentation to proactively promote or oppose bills impacting the regional centers and the individuals they support.
12. Provide memoranda, talking points, background/resource materials, and presentations in advance of legislative hearings and public meetings.
13. Draft formal written comments, testimony, and letters to legislators and regulatory agencies.
14. Upon direction, provide oral testimony and formal comments at hearings and public meetings.
15. Provide technical assistance to the Administration, Legislature, and legislative staff as requested.
16. Develop relationships with regional center directors, DDS staff, and stakeholder groups to gather and exchange information to develop strategies to advance ARCA's goals.
17. Provide information on the regional center and developmental disability services system to the general public, as requested.
18. Upon direction, represent the Association at local, statewide, and national meetings.

Requirements:

1. Must have a minimum of 5 years' experience working in or with a California regional center, including extensive knowledge of regional center operations and the provision of services to people with developmental disabilities.
2. Bachelor's degree in the human services or related field. Master's degree preferred.
3. Ability to advocate ARCA positions successfully.
4. Ability to make informed decisions and communicate effectively.
5. Excellent leadership skills, including the ability to lead and mentor staff.
6. Strong team-building skills, including the ability to build consensus among diverse interest groups and to collaborate toward organizational objectives.
7. Able to foster effective interactions with ARCA Board of Directors.
8. Effective presentation skills, including the ability to present objectives in a compelling and professional manner.
9. Exceptional analytical and problem-solving skills.
10. Excellent verbal and written communications skills.
11. Ability to work independently and collaboratively within a team.
12. Occasionally attend meetings after normal business hours and/or overnight in other cities.
13. Comprehensive understanding of issues that impact people with developmental disabilities.
14. Full use of automobile, possession of a valid driver's license, and automobile liability insurance for the minimum amount prescribed by law, or the ability to provide for independent transportation. Must have and maintain safe driving record.

Preferred Experience:

1. Knowledge and experience in the formulation and analysis of public policy in the government sector.