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**EXECUTIVE DIRECTOR
In Home Supportive Services
Public Authority of Marin
San Rafael, CA**

February, 2008

THE OPPORTUNITY

Under the policy direction of the In-Home Supportive Services (IHSS) Public Authority of Marin Governing Board and working closely with the Chair, the Executive Director (ED) is responsible for ensuring that the agency fulfills its core mission:

To empower In-Home Supportive Services consumers, in partnership with providers, to preserve their right to live at home with independence, respect, and dignity.

The ED is a full time, exempt, hands-on management position reporting directly to the Chairman of the IHSS PA of Marin Governing Board. The ED works with the Governing Board (GB), GB Committees, IHSS PA staff, Marin County Health and Human Services Division and strategic partners as well as other county and state-wide organizations. The ED acts as an ambassador to the community and leads the organization in implementing strategic plans and goals. Office domicile is at the IHSS-PA offices.

The ED is responsible for the overall management of IHSS PA of Marin including management of personnel, leading strategic planning, community outreach and public relations, fiscal and legal oversight and compliance, budgeting, program development, operations, evaluation and refinement of services, and Governing Board development.

The ED directly manages the IHSS program support staff, including the Deputy Director, registry, finance, and administrative personnel.

ABOUT IHSS

In-Home Supportive Services (IHSS) Public Authority of Marin is a public entity separate and distinct from the County of Marin which is overseen by a Governing Board of 11, a majority of which use some type of in-home supportive service. The County of Marin Adult Social Services administers the IHSS program. The Public Authority works in collaboration with the County to serve IHSS consumers, low-income seniors and people with disabilities, who require in-home services to remain safely in their homes with dignity and independence.

The Public Authority also serves as a community forum through which IHSS consumers, providers, and other stakeholders provide input and make decisions on IHSS service delivery issues.

What We Do

- Recruit, screen, train and refer qualified providers
- Help consumers find qualified in-home care
- Work with consumers on best practices for hiring, supervising, and maintaining positive relationships with providers
- Mediate problems and disputes between consumers and providers
- Administer provider health and dental benefits
- Serve as an employer of record for IHSS providers for the purposes of collective bargaining for wages and benefits
- Advocate for consumers and providers on state and local levels

Since the Public Authority was launched in November 2003, the Marin IHSS Public Authority has grown to serve more than 1450 IHSS consumers of which 48% are under the age of 50. Approximately 400,000 consumers receive IHSS services in the state of California.

The Registry

The In-Home Supportive Services (IHSS) Public Authority of Marin is a public agency which was created to serve people who need some type of help with the activities of daily living to remain in their home (consumers or recipients), have met eligibility requirements and are the beneficiaries of the IHSS program. The Public Authority Registry works with consumers to find them the best person (providers or caregivers) to provide their in-home care.

Consumer Services

The In-Home Supportive Services (IHSS) Public Authority of Marin plays a key role in helping people who require some type of in-home support (consumers) to remain at home to find an appropriate caregiver (provider). Even when using our services, the consumer retains the full right to hire, supervise and fire the provider.

Consumers can greatly benefit from having the Public Authority Registry refer qualified providers to them. However, consumers are under no obligation to use providers referred by the Public Authority. If a consumer elects to use our services, we can help by:

1. Referring qualified IHSS providers who have been selected to match the consumer's needs
2. Giving tips and tricks for interviewing and selecting the best provider
3. Offering provider orientations to help the IHSS provider better understand the process and how to be a better employee
4. Offering ongoing information about how to continue to have the best relationship possible with the provider
5. Helping to resolve disputes with providers when needed
6. Offering training classes to IHSS providers to help them continue to improve their skill

Consumers who would like providers referred to them are required to participate in the intake process at the Public Authority. One of the Registry professionals interviews the consumer and make note of the consumer's needs and preferences. The Registry Specialist adds the consumer's data to a confidential and proprietary Registry database which is used to help match them with the most appropriate providers. As noted under Overview of Provider Screening Process, the

Public Authority carefully screens and evaluates all prospective providers before referring them to consumers.

Once a consumer on the Registry is ready to interview providers, he or she can request a list of qualified providers, and Registry staff will send a list of eight prospective employees and Interview Techniques for tips on how to select a provider. Then, the consumer can call each one to arrange for a phone or in person interview, and select one or more to hire.

We can help ensure the consumer properly completes all needed paper work to get the IHSS provider paid on a timely basis.

Provider Services

The In-Home Supportive Services (IHSS) Public Authority of Marin can assist people looking for a job as an IHSS provider to find the right employer.

The Public Authority conducts a comprehensive evaluation and screening of every prospective Registry provider. And prospective employers (consumers) who receive a referral from the Public Authority are more likely to view the candidates as being attractive. Providers who successfully complete the application process and become part of the Public Authority Registry realize a variety of benefits including:

1. Higher credibility
2. Referrals to consumers who with whom they have been matched based on professional skills, geographic location and other designated preferences
3. Assistance understanding their prospective employer and work situation

Screening Process

All people applying to the Registry undergo a screening process which includes:

1. Completion of a provider application
2. Submission of identification including photo ID, Social Security card
3. Interview with Registry staff
4. Evaluation of ability to work independently without supervision
5. Assessment of ability to communicate effectively with consumer
6. Completion of a Tuberculosis test showing negative results or X-rays with medical clearance signed by doctor
7. Submission of one personal and two professional references
8. Successful completion of all required background checks including USA Fact and Department of Justice LiveScan
9. Proof of clean driving record as show in Department of Motor Vehicle record (if driving on the job)
10. Completion of a Provider Enrollment Agreement
11. Orientation with Registry Staff

Once a provider successfully completes the application process, a Registry staff professional creates the provider's profile showing the availability, work preferences, and areas of expertise.

When consumers request a provider with characteristics that match the providers, his or her name is sent out on a list to the consumer as a prospective employee.

POSITION CHARTER

The EXECUTIVE DIRECTOR of IHSS PA is an inspirational leader with strong management skills and demonstrated compassion for the community and clients we serve. S/he will maximize the impact of the organization by developing and drawing upon the full potential of board, staff, volunteers, and community partners. The new ED will recruit, train and cultivate an exceptional staff and work with them to ensure programmatic, fiscal, and organizational excellence. This position reports to the Board of Directors.

RESPONSIBILITIES

The EXECUTIVE DIRECTOR provides overall leadership and strategic direction and ensures maximum programmatic effectiveness and impact. The EXECUTIVE DIRECTOR is responsible for the overall direction and management of the organization's programs, services, resource development, finances, personnel, contracts, and assets in accordance with the organizational mission and operational policies.

Specific responsibilities include:

- Work with Board, Committees and staff to develop, gain approval, implement and maintain a written strategic multi-year plan.
- Provide management, leadership and human resource support to staff. Ensure highest quality of service and attainment of program goals and priorities. Work with all departments as needed to develop, document, and implement internal policies and procedures. Responsible for strengthening IHSS PA of Marin infrastructure including but not limited to IT systems, controls, computers, software, registry related programs and protocols necessary to maintain and improve services to IHSS consumers
- Maintain a high degree of organizational skills utilizing the various available tools including though not limited to computer based calendars, email, formal meeting schedules, staff meetings, conference calls
- Ensure that the Governing Board operates within the Brown Act in its business activities, agendas, record keeping and public notification
- Work with the Governing Board, Outreach Committee and staff to maximize outreach and advocacy efforts. Meet with stakeholders and public officials as necessary to acquaint them with the IHSS PA of Marin program. Work with the Governing Board and staff in strategic oversight of all publicity and communications efforts.
- Serve as IHSS PA of Marin spokesperson and representative with consensus and direction of the Governing Board. Actively engage in public relations and media communications. Initiate, develop and/or maintain cooperative working relationships with local, county, state IHSS and social services organizations, local non-profit organizations and agencies, businesses, elected officials and others who can support the IHSS PA of Marin mission.

- Work with the Governing Board, Finance Committee and staff to develop annual operating budget, ensure proper fiscal accounting and controls in accordance with sound accounting practices. Ensure proper fiscal controls in cooperation with Marin County Health and Human Services Division. Maintain fiscal solvency overall.
- In collaboration with the Governing Board and the Human Resources Committee ensure established human resources policies are adhered to in all state and federal employment practices. Propose changes in policies to the Governing Board. Recommend activities that provide for staff development to upgrade employees' skills and motivate performance. Work as needed to effectively resolve employee relations issues.
- Work with staff to ensure that Marin county IHSS consumers obtain high quality, compassionate care and service from the organization.
- Assist in building and maintaining a strong, active and involved Governing Board. Identify and recommend new Board members as necessary to the Board Development Committee. Provide orientation to all new members. Work with Board Chairman to ensure Board is actively involved in planning, advocacy, outreach activities and other matters as necessary. Provide timely information and reports to Board.
- Oversee the Deputy Director's management of day-to-day office operations;
- Maintain clear and timely communications with the Governing Board and Committees as appropriate, apprise them of the Authority's progress in meeting Strategic Plan goals, and receive their policy direction;
- In conjunction with the Labor Committee bargain with SEIU United Healthcare Workers West, the Union that represents IHSS providers;
- In conjunction with the Legislative Committee monitor State of California legislation that would impact the IHSS program or Authority;
- Participate in the activities of California Association of Public Authorities (CAPA)
- The Executive Director provides staff support to the Governing Board, Board Development Committee and Labor Management Committee in the development of specific objectives and policies designed to promote the core mission and fulfill the Authority's Strategic Plan.

QUALIFICATIONS

This executive management class reports to the Governing Board and demands a high level of skill, knowledge and ability in communications, legal and legislative matters, interest based negotiations and developing relationships with other similar to achieve mutual goals and leverage best practices. The incumbent in this single position class is responsible for executive management of the Authority, a stand-alone public agency, which works closely with the County of Marin's In-Home Supportive Services program under policies and guidelines established by state and federal statutes. The incumbent attends Board and Committee meetings to learn established policy and receive assignments, advises the Board on matters of legal and labor practices, reviews Authority and state budget proposals and local revenue projections to form a basis for his recommendations on the preparation of the annual budget. The incumbent may also represent the agency on local and state committees, and boards and agencies related to the work. The incumbent provides staff support to the Governing Board, Board Development Committee and Labor Management Committee, and performs special assignments as directed by the Board.

Specific experiences and skills include:

- Highest professionalism and unquestioned integrity.
- Experience motivating and bringing people together toward a common vision or goal.
- Experience with government contracts and committees.
- Demonstrated financial and operational acumen.
- Proven ability to forge strong relationships and effectively promote an organization's value to diverse constituents.
- Understanding of development best practices and experience working as or with professional development staff.
- Excellent documented written and oral communication skills with diverse groups.
- Ability to build, manage, and lead an exceptional team; experience providing support and mentoring while effectively delegating and sharing authority and responsibility.
- Experience working with a board of directors or other governing body.
- Experience with disabled and/or homeless and elderly populations.

IHSS PA is looking for a successful and experienced leader. Compensation will be commensurate with expectations and experience.

Applicants should submit a cover letter, resume, and salary history. Applications without a cover letter will not be considered. For consideration in the first round of candidate screening, resumes should be received by March 20, 2008. Recruitment continues to be on-going and we encourage you to submit your application after the 20th.

Please address all nominations and applications in confidence to:

**IHSS PA ED Search
Center for Volunteer and Nonprofit Leadership of Marin
555 Northgate Drive
San Rafael, CA 94903
Email: IHSS@cvn.org**

Full position description at:

<http://www.cvn.org/leadership/documents/ihss%20ed%20job%20description.pdf>