



Golden Gate Regional Center

Serving people with developmental disabilities since 1966

CHIEF INFORMATION AND COMMUNICATION OFFICER

SAN FRANCISCO OFFICE

Job No 375

ABOUT THE AGENCY

Golden Gate Regional Center (GGRC) is a 501c(3) non-profit that provides assistance to allow individuals with developmental disabilities to live their lives included in the community in a way that encourages their independence and productivity. Individuals with a developmental disability may include those with vision and hearing problems and the physical limitations associated with cerebral palsy. We offer a competitive compensation package with generous benefits programs and time off policies. GGRC has a dynamic work environment with over 200 employees located in San Francisco, Corte Madera and San Mateo.

ABOUT THE JOB

The Chief Information and Communication Officer (CICO) is responsible for overseeing information, communication and technology systems. That includes strategic planning, and tactical implementation consistent with the GGRC's vision, mission, and core values. The CICO reports to the Executive Director in consultation with the Chief of Finance and Administration. The CICO works with other members of the senior management team and their departments to transition and integrate business system processes into GGRC's operating infrastructure. He/she is also responsible for leading both organizational and external communications strategies and initiatives. The CICO must understand the needs of the people served by GGRC, their families, the service providers and the general community.

DUTIES

Strategic Planning and Communications

The CICO works with the Executive Director and the Board of Directors to articulate the values underlying the system and to identify data required to measure the extent to which GGRC is acting in accordance with those values.

www.ggrc.org

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The CICO manages the processes to constantly monitor and refine GGRC's strategic value-based focus. These processes may include use of interviews with staff, providers and people served in order to refine strategies.

The CICO works with the Executive Director to translate agency goals into departmental and unit goals and objectives. He/she also facilitates community focus groups to encourage those served by GGRC and their families to identify issues and prioritize actions that can move the system forward in its responsiveness and its effectiveness.

Participant/Family Relations and Communications

The CICO is responsible for making the information needed by those served by GGRC available in a way that is fully vetted and useable by individuals served by GGRC and their families. This would include management of resource centers in each office either directly or by contract. It is anticipated that the resource centers would be staffed by GGRC or outsourced to an independent contractor for each office. This responsibility also includes working with the Executive Director and the Board of Directors to plan for and conduct community forums, publish newsletters, and assure that the GGRC website is fully responsive to the needs of those served by GGRC.

The systematic under-funding of regional center operations along with the increasing burden of paperwork requirements for regional center staff mean that the direct support provided to those served by the regional center will be diminished in terms of face to face time spent with regional center professional staff. This diminution of support will require easily available information necessary to help families begin to take more control of their lives, including the development of individual plans. Those served by GGRC should be able to prepare for and participate in the Individual Program Plan meetings with confidence that they have been able to access relevant information about service options, service effectiveness and service quality.

The CICO would be responsible for working with independent surveyors to assess the effectiveness of GGRC services in following the processes and achieving the outcomes suggested by the system values and as prescribed by the individual plans.

Staff Development and Communications

The CICO is responsible for overseeing the delivery of training and resources for staffing including the development of tools to support demand responsive training and ongoing informational support for staff for organizational development initiatives. This will include advising the Executive Director as to the scope and timing of various communications with staff.

Increasingly, the GGRC Clinical and case management staff will need to have information on disabilities, forms, processes and agency strategies at their fingertips. This position will oversee the publication of user friendly information sources and material for staff as well as provide real time information on the effectiveness and availability of various service options for those served.

New staff will need to have basic training and information available immediately upon hiring. Such information includes the agency's philosophy and strategic direction, familiarity with its policies and procedures, including specific instruction on the completion of paper requirements as well as ongoing training needs related to systematic and procedures changes throughout the organization.

Provider Relations and Communications

The CICO is responsible for ongoing provider relations, consultation and communications that promote service quality. This would include decisions about the information to be collected and published about the services and information to support the services. There is a Quality Assurance Supervisor and staff to support this effort.

Golden Gate Regional Center is intensely engaged in a community process and advocacy for a more efficient and effective system of quality management. It would be expected that the CICO would participate in the process of building and advocating for a positive partnership model for Quality assurance, potentially increasing the role of the Developmental Services system in the monitoring of services. Ultimately, the system would focus more on process and service outcomes for people and include a reporting of subjective and objective findings so as to create a market place of information available to staff, individuals served and the providers themselves

Any new community process and advocacy model will require the development of a new business process system which would involve service providers in the maintenance of information about their respective services, including specialties and vacancies.

Supportive Systems and Technology

The CICO works with senior management to develop and execute strategic plans to optimize the use of information technology in support GGRC's objectives and aligns IT's objectives and strategies with the Agency's goals. One of the current primary goals is to identify and integrate long-range automated information systems requirements into GGRC strategic plans to ensure the meeting of compliance of State, or other data collection and reporting mandates.

This position leads the Agency in developing, coordinating, and implementing information technology projects and initiatives that improve cost effectiveness and service delivery. The position also evaluates emerging technologies and leverages existing systems and financial resources to maximize cost efficiency to promote IT sustainability and ensure integrity/security of all IT systems.

With the support of IT Supervisor and staff, the CICO will ensure the continuous operation and delivery of enterprise-wide integrated business and administrative information services through management of multiple information and communication systems including voice, data, workflow, imaging, and office automation. This position also oversees the storage and retrieval document system and ensures the integrity and security of electronic data is compliant with HIPAA and DDS mandated regulations, the development of and adherence to the IT budget and development of an IT Policy and Procedures Manual and Governance.

EDUCATION AND EXPERIENCE

- Experience in Strategic Planning Processes in a Human Services Organization;
- Knowledge of and experience with individuals with developmental disabilities and their families; familiarity with the information needs of individuals served and families, including but not limited to the needs for information about the quality of services as required for Self-Directed services.
- Familiarity with the Regional Center System and the training and information needs of all providers of services including staff of and vendors from whom the regional center purchases services
- Substantial experience managing the design, development, implementation, operation and maintenance of IT systems.
- Experience with organizational planning and change management, budgeting and related administrative processes.
- Seven (7+) years experience managing a medium to large scale network and telecom system.
- Five (5+) years supervisory and successful project management experience; senior level management experience preferred

- Understanding and experience with cloud computing SaaS, complex networking and application design within a multiple platform environment; experience with Windows servers, VMware ESX, Cisco, firewalls and AS400/I5 preferred.
- Experience in designing and implementing external systems based on desired specifications by outside customers.
- Ability to establish and maintain effective working relationship with departments and members of the community.

Salary: Based upon Education and Experience

Candidates may apply for positions by sending their resumes and cover letters to jobs@ggrc.org. Please specify the job number of the position for which you are applying in the subject of the email. GGRC is an equal employment opportunity employer.

No recruiters, phone calls or faxes accepted.