



JOB DESCRIPTION

TITLE: Program Manager

STATUS: Full Time/40 hours per week/ Exempt

PROGRAM/DEPARTMENT: Methadone, Adult Division

IMMEDIATE SUPERVISOR: Adult Division Director

SUMMARY OF POSITION RESPONSIBILITIES:

Under the direction of the Adult Division Director the Program Manager is responsible for assisting the Director in the supervision of staff, management, administration and oversight of the Methadone Treatment Program. The Program Manager is responsible for facilitation, communicating, coordinating and collaborating with other Program Managers in the integration of services agency-wide.

DUTIES & RESPONSIBILITIES:

1. Oversight and management of multi-contract substance abuse programs
2. Responsible for daily program operations which includes: appropriate staffing levels/patterns, orientation of new staff, schedule work assignments, approve time-off requests, payroll, and licensure renewals
3. Identify and make recommendations to Director on major problem areas, applicant interviews for posted job vacancies and new hires
4. Participate in interdisciplinary clinical case conferences and team meetings
5. Ensure compliance with agency, State, City and County policies and procedures
6. Ensure multiple-contract compliance, quality assurance, coordination and integration of services
7. Responsible for ensuring programs meet the requirements and standards of the Joint Commission Accreditation Process
8. Perform intakes and monitor client census and make necessary case assignments/adjustments in caseload. Provide emergency back-up in the absence of field staff.
9. Provide necessary direction to clinical staff, regarding client assessment/client intervention issues and report same to Director. Conduct random chart reviews and provide feedback to staff
10. Participate in service contract/funding negotiations; Prepare contract narratives; Coordinate clinical aspects of CBHS contract
11. Develop, implement, monitor and evaluate client case management policies, procedures and standard protocols

12. Monitor and prepare timely, agency-required reports: administrative, fiscal and human resources; Manage and maintain all fiscal accountability, monthly financials, productivity development and over-site, and all fee-related issues
13. Participate in required administrative and supervisory meetings
14. Manage staff, fostering collaborative work environment; team-building, over-site, performance evaluations, and identify specific staff clinical service deficits and make recommendations for training, development and/or reclassification
15. Represent Agency at all contract mandated meetings and provider meetings.
16. Serve as liaison between funders and administration
17. Carry a caseload of up to 15 clients

KNOWLEDGE, SKILLS, and ABILITIES:

1. BA degree required, prefer advanced degree or valid California license or license eligible in Social Work, Psychology, Counseling, or related field. Experience may be substituted for education.
2. Five years experience in substance abuse care delivery, preferably Opiate Addiction.
3. Two (2) years supervisory experience in Substance Abuse Agency.
4. Knowledge of Title 9, Title 22, HIV and HIPAA regulations
5. Demonstrated leadership skills and the ability to manage confidential information in an appropriate manner.
6. Strong budgetary skills required.
7. Excellent interpersonal and business communication skills, both written and verbal.
8. Proven conflict resolution skills.
9. Ability and willingness to maintain and provide a high level of customer service.
10. High level of organization, attention to detail, and ability to complete tasks.
11. Basic computer skills including word processing, databases and spreadsheets.
12. Ability to use an electronic medical record system.
13. Ability to work with staff, clients and community members from diverse backgrounds.
14. Valid CA Driver's License required & must own/operate an insured vehicle.

I have read and received a copy of the Program Manager Job description.

Print Name

Signature

Date