



JOB DESCRIPTION

TITLE:	Program Manager
IMMEDIATE SUPERVISOR:	Mental Health Director
STATUS:	Full Time/ Exempt/40 Hours per week
PROGRAM/DEPARTMENT:	Outpatient Program

SUMMARY OF POSITION RESPONSIBILITIES:

Under the supervision of the Mental Health Director, and frequent consultation with the Medical Lead, the Outpatient Program Manager will provide efficient management, administration and oversight of Westside Outpatient program, including administrative and as needed clinical supervision of staff. The Program Manager will work collaboratively with the Medical Lead around risk management and the planning and implementation of medication services. The Program Manager will pro-actively collaborate/liaison with community providers. The Program Manager will collaborate with other Program Managers in the integration of services agency-wide.

GENERAL DUTIES:

1. Provides administrative and as needed clinical supervision and evaluation to all clinical staff in the program;
2. Leads weekly staff meetings; participates in management meetings, clinical training/meetings, and other meetings as necessary. Participate in interdisciplinary clinical case conferences;
3. Identifies, resolves, collaborates with other managers, and/or makes recommendations to Director regarding major problem areas;
4. Serves as a member of the management team of the ISC; may act as Administrator in the absence of the Director or other program manager;
5. Provides recruiting, hiring, training, and orientation of staff; makes recommendations for new hires to Director;
6. Schedules work assignments, monitors client census, client flow, and program effectiveness. Provides some direct service and serves as emergency back up in absence of line staff. Provide necessary direction to clinical staff, regarding client assessment/intervention issues and in situations in which harm is a risk. Work collaboratively with medical staff around medication services.
7. Assists in developing, implementing, monitoring and evaluating client treatment, procedures and standards/protocols. Ensures contract compliance, quality assurance, continuity, coordination and integration of services. Supervises the chart review process

to monitor for adequate documentation and appropriate billing. Participates in Agency Continuous Quality Improvement efforts as required;

8. Identify specific staff clinical/service deficits and make recommendations on the same to Director for staff training, development and /or reclassification;
9. Monitor and prepare timely, agency required reports on program budgets, fee collecting and units of service earned, etc., maintaining fiscal accountability. Responsible for preparing all written reports as requested. Coordinate and provide data/information for processing of service contracts/funding negotiations or as requested;
10. Ensure compliance with WESTSIDE and CBHS policies, procedures, and contracts as well as applicable local, state and federal law;
11. Monitors individual and Program productivity to ensure that all units of service are correctly documented and reported;
12. May provide clinical supervision for staff, employees collecting supervision hours towards licensure, and trainees as required in the absence of a clinical supervisor;
13. Perform other duties as may be assigned.

QUALIFICATIONS:

1. Licensed Clinical Social Worker in the State of California, with 2 years experience; previous management experience preferred.
2. Demonstrated leadership, problem solving, conflict resolution and de-escalation skills; commitment to client experience and satisfaction; ability to manage confidential information.
3. Experience in providing mental health and substance abuse treatment; commitment to public health sector; knowledge of city and county budget policies and budgets; non-profit experience preferred.
4. Strong written and oral communication skills; excellent interpersonal communication skills.
5. Must be able to work with a multi-disciplinary team, in a multi-cultural /multi-lingual environment.
6. Strong skill set in Microsoft Office and use of electronic medical records.

SCHEDULE: Monday – Friday 8:30 am – 5:00 p.m.

Westside Community Services is an Equal Opportunity Employer. People of Color and/or Bilingual Are Encouraged to Apply.