

4. Maintain accountability and inventory of program equipment and supplies.
 5. Respond to all client grievances.
 6. Supervise the coordination of all medical, psychological, psychiatric, and /or other necessary evaluations of clients.
 7. Provide 24-hour on-call emergency assistance to clients and staff as necessary.
- C. Responsible for distribution and monitoring of staff's workloads to achieve established objectives of the department.
1. Provide assistance in responding to personnel complaints and provides technical expertise to handle exceptions to standard policy.
 2. Help identify resources necessary to attain performance standards.
 3. Develop daily, weekly and monthly staffing schedules in order to accomplish program objectives.
 4. Maintain ongoing client contact to assure that employee performance is in line with client needs. This includes regular communication with clients, service providers and external county/state/city program representatives.
 5. Direct available resources as needed.
 6. Assist with daily workloads, if necessary.
- D. Responsible for training, development and motivation of staff.
1. Participate in the interviewing and selection of qualified employees.
 2. Help establish goals and objectives for staff and evaluate achievements of established goals.
 3. Assist in department orientation and training for new employees to assure quality work, taking corrective action as necessary.
 4. Identify appropriate ongoing training for existing staff.
 5. Lead in conducting ongoing performance reviews and recommend salary adjustments for staff, when appropriate.
 6. Work with Human Resources to provide corrective action for employee performance improvement when necessary.
 7. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.
- E. Responsible for self-development
1. Continually learn and enhance technical and interpersonal skills.
 2. Attend all mandatory training as assigned.
 3. Attend management team meetings, in the absence of the Division Director.
- F. Responsible for the dissemination of information to staff and management on new developments and the status of activities as it applies to the overall company operations.
1. Inform Division Director of the status of potential workflow problems, allowing management to assist with workflow needs to meet program objectives and project future staffing needs.
 2. Communicate new and established procedures and company policies to the staff and insure proper implementation.
 3. Serve as part of the organization management team by providing information and support for the development of quality operations.
 4. Maintain professional working relationships with other members of management.

EQUIVALENT EDUCATION AND EXPERIENCE:

A Bachelor's Degree in social services or a related field is required. Three years' prior supervision experience is required, however, a combination of education and experience will be considered. CAC, CADC or experience working in alcohol/drug recovery programs is strongly preferred. This position requires demonstrated ability in record keeping, good written and verbal communication skills, knowledge of problems unique to reentry, minorities, persons with disabilities, substance abusers the general homeless population. Specific knowledge and experience with Twelve Step philosophy, addiction and recovery, and dysfunctional family dynamics is preferred. Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. This position requires CPR and First Aid training within ninety (90) days of employment date and re-certification as necessary and T.B. testing annually. Must have a valid California Driver License and clean driving record.

SPECIFIC SKILLS REQUIRED:

Leadership skills
Excellent oral and written communication skills
Ability to assist and motivate other people
Organizational skills
Analytical and decision making ability
Statistical and mathematical skills
Computer Skills

PHYSICAL REQUIREMENTS:

Lift and move up to 20 pounds
Stand, walk and sit frequently
Bend and stoop occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are performed independently with guidance and direction from the Division Director. Must be able to work independently toward attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

Works with the Division Director to plan, direct and coordinate work of program staff. Responsible for assisting with training, auditing, conducting performance appraisals and providing feedback and disciplinary actions. Salary recommendations, hiring, and terminations are subject to review by Division Director, Human Resources and ultimately, V.P., Operations.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of support staff. The Program Manager is responsible for promoting company image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Substantial financial loss through loss of business contracts is possible. The Program Manager has authority to approve or deny exceptions within the approved budget. Responsible for actively participating in the development and adherence to program budgets.

NUMBER OF EMPLOYEES:

- 1 Administrative Assistant
- 5 Direct Client Services (Case Managers) –Supervision
- 13 Support Staff –Supervision

This Program Manager job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed _____