

POSITION DESCRIPTION

Position: Program Manager
Program: Mather E&T
Reports to: Division Director

Status: Exempt
Date Prepared: 12/2018

POSITION SUMMARY:

The Program Manager is responsible for assuring quality service in a safe, non-judgmental manner to all program participants compassionately and professionally as it relates to the specific program objectives. Objectives include supportive interaction with program participants and team members, assessment of participant's needs, supporting the safety and the integrity of all residents, and performance of all work duties as required. This position is responsible for the identification, assessment, information referral and treatment of substance abuse clients residing at the Mather Community Campus programs. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires a Master's Degree. LMFT or LCSW and/or license eligible with BBS number as MFTI or ACSW required. A minimum of three (3) years' of experience in Social Work or a related field. CADC certification or demonstrated experience working in alcohol/drug recovery programs is required. Three to five years of supervisory experience required. This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires knowledge of issues and challenges unique to homelessness (people with high acuity, substance abuse, mental illness, and persons with disabilities). Must be able to utilize a range of interventions to work with clients with varying needs and levels of functioning. Must have the flexibility to work irregular hours and have the willingness to function as a team member. Computer skills required. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Must have a valid Driver License, proof of insurance, and clean driving record.

KNOWLEDGE OF:

1. Methods of techniques of individual and group counseling.
2. Psychological and sociological aspects of chemical dependency and the needs, attitudes, and behavior patterns of chemically dependent people.
3. Community resources for referral of client mental health needs.
4. Twelve Step philosophy and principles.
5. Process of addiction and recovery.
6. Low socio-economic and emotionally dysfunctional family dynamics.
7. Laws and regulations applicable to chemical dependency treatment programs.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Oral and written communication skills
Ability to de-escalate crises and assist residents and staff in emergencies
Organizational skills
Analytical and decision making ability
Cultural Competency *

*Cultural competence is defined as a set of values, behaviors, attitudes, and practices within a system, organization, program or among individuals, which enables them to work effectively, cross culturally. Further, it refers to the ability to honor and respect the beliefs, language, interpersonal styles and behaviors of individuals and families receiving services, as well as staff who are providing such services. VOA strives to achieve cultural competence is a dynamic, ongoing, developmental process that requires a long-term commitment. Our focus on cultural competency includes but is not limited to race, ethnicity, sex, gender, sexual orientation, LBGTQ, class, age, ability, religion, and language. Bilingual and translation services are available to client when deemed necessary. All staff are trained annually on cultural competency.

PHYSICAL REQUIREMENTS:

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of a client in an emergency situation
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the Division Director. Must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

SUPERVISION EXERCISED:

This position supervises program staff.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with county/state/city and business entities, clients, and all levels of employees. The Manager is responsible for promoting company image and adhering to 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.

NUMBER OF EMPLOYEES:

Approximately 16 employees.

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 _____