



STAR VISTA

TITLE: Program Manager Child & Family Resource Centers
PROGRAM: Child & Family Resource Centers (a school-based program)
STATUS/SALARY: 20 hours/week
REPORTS TO: Department Director

POSITION PURPOSE AND OBJECTIVES:

Provide programmatic and clinical support to team of 7 post-masters clinicians. Focus of program is on clinical services provided in an elementary school environment. Program Manager will oversee workloads, appropriate school and parent involvement, and contract reporting. Ongoing monitoring of paperwork and outcomes is expected.

In capacity as Program Manager, oversee day to day operations of the program structure, schedule, activities, staff hiring, retention and training. Ensure the program provides supportive, ethically appropriate, culturally informed services congruent with agency philosophy to clients. Oversee program design including outreach, supervision, and crisis response. The position also includes taking an active role in staff development, supervision and training, as well as identifying ways of bridging any funding gaps and taking an active role in the agency.

PROGRAM DESCRIPTION:

The Child and Family Resource Center (CFRC) provides clinical services for children and families in the most vulnerable communities in San Mateo County. The program serves 6 elementary schools and collaborates closely with school administrators and educators on meeting the needs of the school community.

ESSENTIAL FUNCTIONS and RESPONSIBILITIES:

- Utilizing superior leadership skills, implement the mission and vision of StarVista as developed by the Board of Directors and Staff. Implement the program's vision and long range plan.
- Represent StarVista in the community to promote the services of the program.
- Responsible for smooth operation of daily program activities.
- Conduct regular supervision and training of staff.
- Develop and maintain strong collaborative relationships with referral sources.

- Attend specific county meetings supporting programming and promoting strong collaboration between all SMC agencies and programs.
- Coordinate and assure productive communication between StarVista management staff and program staff, and run weekly staff meetings.
- Coordinate staff recruitment efforts with Department Director. Screen applicants with input from Department Director following HR policies.
- Review and ensure appropriateness of client admissions and services provided by counseling staff. Review and respond to incident reports.
- Provide or supervise consistent on call supervision of program. Communicate closely with the Dept. Director regarding crisis calls and incidents requiring management level response.
- Maintain current awareness of clinical issues and best practices.
- Ensure timely submission of monthly, quarterly and annual data to StarVista and to participating entities.
- Identify, train, and support key staff for future leadership roles within the agency and provide them with opportunities for delegation of duties.
- Oversee quality assurance with respect to documentation and record keeping of all staff. Ensure maintenance of confidential records and case notes/progress notes documenting interventions and interactions with clients. Abide by all HIPAA regulations.
- Responsible for cleanliness of the facility and reporting of facility maintenance needs to the StarVista facility representative and to the Dept. Director.
- Assist with program development and marketing activities in conjunction with the Department Director and CEO.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Superior clinical knowledge in working with youth, experience providing individual and group interventions, and strong written and verbal communication skills.
- Strong ethical principles reflected in practice, including a thorough understanding of client confidentiality requirements, including but not limited to HIPAA.
- Superior knowledge of laws, regulations and clinical issues specific to program.
- Superior knowledge of community resources, referrals and follow-up treatment strategies relevant to clients.
- Excellent understanding of diversity issues, willingness to explore self in relation to these issues, ability to provide culturally informed services to diverse clientele.
- Superior organizational, communication, supervisory and management skills.
- Excellent ability to function as a member of a multidisciplinary team with diplomacy and professionalism.
- Excellent ability to develop, cultivate and implement a program vision that is in alignment with the agency mission and values.

- Excellent ability to work well independently and has a strong team approach that involves the Department Director and other agency representatives as appropriate.
- Superior ability to problem-solve and/or seek consultation, support and assistance in finding solutions.
- Excellent ability to develop and maintain strong working relationships with community agencies and their representatives.
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MINIMUM QUALIFICATIONS:

- **Licensed Candidates Preferred** as an MFT, LCSW, LPCC or Psychologist.
 - **License-track candidates will be considered**
- Valid CA Driver's license, working car, proof of auto insurance and ability to pass fingerprint and TB clearance is required.
- Master's or doctorate degree in counseling, psychology, social work, or a related field.
- Demonstrable ability in providing consultation to program staff.
- Well organized, dependable, and punctual.
- Flexibility in meeting changing priorities as the work requires.
- Able to function as part of a team and possesses strong interpersonal skills.
- Leadership skills and abilities.
- Ability to organize, prioritize and manage multiple tasks to meet specific deadlines.

POSITION STATUS:

Reports to Department Director; part time, with partial benefits include health, dental, vision, pro-rated sick leave, vacation, personal days, holiday pay.

TO APPLY:

Please submit resume and cover letter of why you are interested in this position to narges.dillon@star-vista.org

StarVista is a non-profit organization dedicated to transforming the lives of children, young people, adults, and families across San Mateo County. More information about the agency and its programs can be found at www.star-vista.org.