



STAR VISTA

JOB Posting

JOB TITLE: Program Manager
PROGRAM/DEPARTMENT: Insights/ Youth Empowerment Services (YES)
SALARY/STATUS: DOE, Exempt, 40 hr. week w/ Health Benefits
ANTICIPATED START DATE: 6/24/19

PROGRAM DESCRIPTION:

Insights program is an outpatient co-occurring mental health and substance abuse program that empowers youth to take responsibility and facilitate positive, lasting change for themselves and their families. Insights program also provides education and therapeutic services within various schools in the community. Through case management and individual, group and family counseling, participants learn about anger management, relationships, mental health, communicating with parents, and more.

POSITION PURPOSE AND OBJECTIVES:

Oversee day-to-day operations of the program structure, schedule, activities, staff hiring, retention and training, and management of program facility. Oversee day-to-day program operations and ensure the program provides supportive, ethically appropriate, culturally informed services congruent with agency philosophy to clients. The position also includes taking an active role in staff development, supervision and training, as well as identifying ways of bridging any funding gaps, managing multiple funding streams, and taking a very active role in agency level events. This position requires a license and the ability to supervise clinical personnel, and direct supervision of clinical personnel within and without program.

ESSENTIAL FUNCTIONS and RESPONSIBILITIES:

1. Utilizing superior leadership skills, implement the mission and vision of StarVista as developed by the Board of Directors and Executive Staff. Implement the program's vision and long-range plan.
2. Active, current license in good standing with Board of Behavioral Science or Board of Psychology, and the ability to supervise clinical personnel.
3. Represent StarVista in the community at large to promote the services of the program, as well as other programs within the agency.
4. Responsible for smooth operation of daily program activities.
5. Assure consistency of the program activities with agency vision and plan.
6. Conduct regular supervision of staff.
7. Work with Development Department in creation of grants for program and maintain relationships with sources of funding.

8. Attend specific county meetings supporting programming.
9. Provide regular information for staff from meetings above when appropriate. Coordinate and assure productive communication between STARVISTA management staff and program staff.
10. Compile agenda items for regularly scheduled staff meetings.
11. Coordinate staff recruitment efforts with Department Director. Screen applicants with input from Department Director. Schedule formal interviews for staff and applicants seeking regular staff positions.
12. Review and ensure appropriateness of client admissions and services provided by counseling staff.
13. Review and respond to incident reports.
14. Provide clinical supervision to staff and interns.
15. Review/approve staffs timesheets and then forward to Payroll.
16. Provide consistent on call supervision of program. Communicate closely with the Dept. Director regarding crisis calls and incidents requiring management level response.
17. Ensure appropriate and positive relationships with Court, probation and county agencies and county providers.
18. Maintain current awareness of clinical issues related to programming and best practices.
19. Ensure timely submission of monthly, quarterly and annual data to STARVISTA and to participating entities.
20. Monitor contract performance and licensing requirements. Meet contract and licensing expectations and demonstrate deliverables through required reporting.
21. Identify, train, and support key staff for future leadership roles within the agency and provide them with opportunities for delegation of duties.
22. Participate in the strategic planning process as requested by the Executive Team.
23. Oversee quality assurance with respect to documentation and record keeping of all staff. Ensure the maintenance of confidential records and case notes/progress notes documenting interventions and interactions with clients. Abide by all HIPAA regulations.
24. Responsible for cleanliness of the facility and reporting of facility maintenance needs to the STARVISTA facility representative and to the Dept. Director.
25. Assist with program development and marketing activities in conjunction with the Department Director and Executive Director.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. Superior demonstrable and verifiable management skills and experience in providing successful supervisory oversight of treatment program activities.
2. Superior clinical knowledge in working with individuals in crisis.
3. Strong written and verbal communication skills.
4. Superior therapeutic clinical skills and experience in providing individual and group intervention.
5. Strong ethical principles reflected in practice, including a thorough understanding of client confidentiality requirements, including but not limited to HIPAA.
6. Superior knowledge of laws, regulations and clinical issues specific to program.

7. Superior knowledge of community resources, referrals and follow-up treatment strategies relevant to clients.
8. Excellent understanding of diversity issues, willingness to explore self in relation to these issues, and ability to provide culturally informed therapeutic services to diverse clientele.
9. Superior organizational, communication, supervisory and management skills.
10. Excellent ability to function as a member of a multidisciplinary team with diplomacy and professionalism.
11. Excellent ability to work as a team member with the Executive Team to accomplish tasks supporting the agency's mission.
12. Excellent ability to develop, cultivate and implement a program vision that is in alignment with the agency mission and values.
13. Excellent ability to work well independently and to also have a strong team approach that involves the Department Director and other agency representatives as appropriate.
14. Superior ability to problem-solve and/or seek consultation, support and assistance in finding solutions.
15. Excellent ability to develop and maintain strong working relationships with community agencies and their representatives.

SUPERVISORY RESPONSIBILITY:

Active, current license in good standing with Board of Behavioral Science or Board of Psychology, and the ability to supervise clinical personnel. Successful completion of supervision class. Supervise staff, counselors, and therapists for clinical services, including family, individual and group counseling services. Provide supervision to BBS interns and trainees as assigned.

WORKING CONDITIONS:

Excellent ability to work in a clinical environment, managing the provision of supervision and overseeing outpatient treatment services to a dually diagnosed population. Work as part of a multidisciplinary team in an office environment. Handle confidential information and documents as well as crisis situations.

MINIMUM QUALIFICATIONS:

Superior skills, abilities and qualities commensurate with specific position requirements. Successful management experience. Preferred but not required Board of Behavioral Science license in Social Work, or Marriage and Family Therapy or Licensed Professional Clinical Counselor, or Board of Psychology license with significant management/supervisory experience.

SUCCESS FACTORS:

1. Enjoys supervision of staff and day-to-day program management.
2. Successful supervision skills and completion of required supervision class work.
3. Successful leadership skills and abilities.

4. Adept at providing therapeutic services to clients, with a demonstrated ability in working with challenging clients.
5. Demonstrated ability in working with an integrated team of professionals and volunteers.
6. Strength based orientation to client assessment and treatment.
7. Understanding of and ability to work best practices model of treatment.
8. Strong interpersonal skills as shown by an ability to work effectively with referral sources.
9. Strong interpersonal skills as shown by an ability to work effectively with professionals from other organizations.
10. Well-developed communication and organizational skills.
11. Ability to organize, prioritize and manage multiple tasks and meet deadlines.
12. Collaborates actively with upper management to ensure the success of the programs. Reflects the organizational approach to supervision and management.
13. Supportive of agency direction, purpose and mission.
14. Flexible in meeting changing priorities as the work requires.
15. Able to make logical and sound decisions for appropriate and effective results, understanding of when to seek help rather than use own judgment.

TO APPLY:

Send resume and cover to Peter Ehrhorn, Department Director of Youth Empowerment Services, peter.ehrhorn@star-vista.org

StarVista is a private non-profit agency in San Mateo County that provides a wide array of free and low-cost services to help children, teens and adults who are dealing with substance abuse, domestic violence, mental health, and relationship and communication issues. More information about the agencies and its programs can be found at [**www.star-vista.org**](http://www.star-vista.org)