BHC PROGRAM MANAGER-COMMUNITY SERVICES

DEFINITION

Under direction, serves as a Program Manager, performing administrative and supervisory duties in relation to the planning, implementation, and oversight of the Mental Health Services Act programs for the County of Amador. This includes, but is not limited to program development, extensive community outreach, RFA-RFP development, program implementation, program monitoring and evaluation, and program service coordination. The incumbent is a member and works collaboratively with the Behavioral Health Department’s management/supervisory team.

DISTINGUISHING CHARACTERISTICS

This is the first line program manager in the Behavioral Health Department management class series. Responsibilities for this class differ from Behavioral Health Supervisor in that the incumbent is required to provide administrative, fiscal monitoring and supervisory services to a distinct program within the Behavioral Health Department; to assist the Director of Health and Human Services in planning, developing, and managing mental health programs; and, responsible for timely and accurate reporting to funding sources.

REPORTS TO

Director of Health and Human Services

CLASSIFICATIONS DIRECTLY SUPERVISED

None

EXAMPLES OF DUTIES

- Keeps Director fully updated and informed of all critical issues related to the program/s.
- Directs, manages and supervises the activities of assigned staff including hiring, orientating and training, handling disciplinary action, and conducting performance evaluations.
- Provides matrix supervision for program staff working in other sections and services of the Behavioral Health Department, including Mental Health Services, Alcohol and Drug Services, Department committees, quality management, program evaluation, and performance management.
- Assists in budget preparation and administration of the program. Monitors and reports monthly to the Director on the status of the budget.
- Develops policies and procedures for the program and ensures compliance through regular monitoring and reports.
BHC PROGRAM MANAGER (Community Services) – 2

- Coordinates the planning and development of RFP’s, including Bidders’ Conferences, Evaluation Panels, applicant selection, and award recommendations to the Director.
- Seeks additional funding resources, prepares and plans grant applications.
- Tracks, collects data and prepares various reports of effectiveness and efficiency of new programs for children, families, youth, transitional age youth, adults and older adults.
- Collaborates with the Quality Assurance section to insure performance and outcome based practice; and, evaluates operations and recommends improvements and modifications.
- Conducts stakeholder meetings as required by the program. Assesses consumer and family members concerns, needs and expectations. Assists the Director of Behavioral Health in setting program priorities, and developing a plan of action to meet those needs.
- Coordinates and consults with other public and private mental health care providers, community organizations, the school district, and other county departments regarding program priorities, procedures and services.
- Attends a variety of internal and external meetings including departmental, advisory board and related meetings; prepares presentation material for meetings; disseminates information to department staff, stakeholders, and community organizations.
- Develops and promotes mental health education in the community, utilizing various modalities including workshops, in-service training and in the media.
- Functions as the County’s Mental Health Director – attending related meetings and coordinating with other staff regarding mental health services.
- Other duties as assigned by the Director.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment and in meetings in the community; some out of town travel required; continuous contact with staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Program development principles, including the design and implementation of community needs assessments, planning, and implementation.
- Fluent in principles, procedures, issues, and trends in mental health prevention, treatment, stabilization, and recovery.
- Community organizations' activities, other county departments' functions, and other resources pertinent to the operation of the program.
- Application of quality assurance and program evaluation.
BHC PROGRAM MANAGER (Community Services) – 3

- Grant writing, reporting, data collection and grant administration for the Department.
- Legislative and administrative rules and regulations pertaining to behavioral health.
- Principles and methods of administrative supervision, staff development, and training.

Ability to:

- Effectively represent Amador County Behavioral Health Department services with public and community organizations.
- Assist in budget preparation and administration.
- Design and implement program evaluation strategies to account for outcomes.
- Interpret, apply, and explain Federal and State laws, rules, and regulations governing behavioral health programs and services.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Deal tactfully, respectfully, and courteously with the public and other County staff.
- Make public speaking presentations before groups and organizations.
- Develop new programs and outreach in collaboration with stakeholder agencies, consumers and families focusing on integration of services, in a culturally and linguistically competent manner, including the underserved and un-served throughout Amador County.
- Maintain the confidentiality of administrative, personnel, and clinical information.
- Effectively counsel staff in the performance of their duties.

MINIMUM QUALIFICATIONS

Education:

Graduation from an accredited college or university with a Master's degree in social work (MSW – LCSW preferred) or MFT or a behavioral health related field like psychology or human services.

Experience:

An applicant will have a preferred five years of grant writing, reporting, and administration experience; and, successful past performance in developing programs, obtaining and managing grants, and organizing effective community partnerships.

The ideal candidate will have extensive experience in the following areas of program development: (a) assessment of service need; (b) development of program/services to meet this need; (c) marketing of the program to intended consumers, families and stakeholder agencies.

Special Requirement: Possession of a valid California Driver's license as issued by the California Department of Motor Vehicles.