

POSITION DESCRIPTION**PROGRAM MANAGER I**

Center for Emergency and Short Term Stabilization
Region Ten Community Services Board

CLASSIFICATION TITLE: Program Manager I

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a FLSA exempt shared position in which the incumbents serves as a Program Manager I. Under the direction of the Senior Director for the Center for Emergency and Short Term Stabilization, the incumbent coordinates program training, staffing, program services, receiving and processing referrals, administrative monitoring of policies and procedures, coordinating facility issues or needs such as laundry, food, repairs, and fleet, and supervision of staff across three residential programs.

The incumbents reports to the Senior Director for the assignment of work duties. He/she is monitored, trained and supervised in the performance of his/her tasks by the Senior Director. He/she is expected to perform duties as specified and according to the policies of Region Ten Community Services Board, as well as those of the DBHDS.

The HIPAA access level for this position is Level Two

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Manages and coordinates the daily schedule, staff assignments, and programming for the WTC, WRC and the Mohr Center, ensuring that each shift is adequately staffed.
2. *Supervises the PRN pool positions.
3. *Coordinates and manages food purchasing, delivery, menus, etc. for residential sites.
4. *Completes monthly utilization reports.
5. *Performs monthly facility inspections.
6. *Coordinates facility purchasing of supplies, such as first aid kits, cleaning supplies, paper goods, and office supplies.
7. *Coordinates the recruitment, hiring, supervision, and evaluation of the performance of staff, as assigned by the Senior Director.
8. *Provides "On Call" administrative consultation for staff during evening and night hours as needed.
9. *Coordinates ongoing training for staff in issues relevant to the clinical care, recovery, and medical management of the participants as needed.
10. *Provides training and oversight to ensure that all staff complete required documentation, understand agency and program policies, and follow program protocols.
11. *Coordinates orientation, training, and shadowing for all new staff, ensuring that they understand and can perform all required duties on all assigned shifts.
12. *Assists and ensures that all third party authorizations are completed within required timeframes.
13. *Conducts random reviews of program records to insure that all internal program and casework protocols are followed.
14. *Provides administrative consultation, information and support to Directors of residential programs.
15. *Assures that triages and admissions are coordinated with inter-agency and other community services providers and actively develops linkages and communication with these providers and resources.
16. Responsible for ordering and coordination all marketing materials and items for conferences, tableing events, etc.
17. Continually evaluates Center programs for economies of scale, staff efficiencies, program protocol updates and policy recommendations.
18. Reads all agency communication and responds to staff questions and concerns.
19. Performs other duties as assigned.
20. Hours will be variable.

QUALIFICATIONS:

Two years mental health experience, two years administrative experience and two years supervisory experience required. Bachelors degree preferred. Licensure in a health-related field is preferred. In order to ensure the safe and efficient fulfillment of any travel on behalf of the board, a valid Virginia driver's license plus an acceptable driving record as issued by the Virginia Department of Motor Vehicles are required. For use of a personal vehicle to conduct Region Ten business, a certificate of valid personal automobile insurance must be provided. In addition, the incumbent must have at entry level the following knowledge, skills and abilities.

Knowledge of: the nature of serious mental illness in adults and mental illness with chemical abuse; crisis recognition, prevention, and management techniques; supervision principles; research issues and service models in the mental health field; treatment modalities and intervention techniques, such as behavior management, independent living skills training, supportive counseling, family education, crisis intervention, discharge planning and services coordination; medical issues related to mental illness; substance abuse symptomology; medications - side effects; different types of assessments, planning; consumers' rights; local community resources and service delivery systems, including support services (e.g., housing, financial, social welfare, dental, transportation, communication, recreation, legal/advocacy), eligibility criteria and intake processes, termination criteria

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and intake processes, and general community resources (e.g., churches, clubs, self-help groups); types of mental health programs, services; effective oral, written and interpersonal communication principles and techniques; general principles of record documentation; the service planning process and major components of a service plan.

Skills in: staff supervision and leadership; developing cohesive team efforts; interviewing; observing, recording and reporting on an individual's functioning (observation of medication effects, i.e., alcohol and abuse); identifying and documenting a consumer's needs for resources, services and other support; identifying services within the community and established service system to meet the individual's needs; formulating, negotiating with consumers and service providers; coordinating the provision of services by diverse public and private providers; identifying community resources and organizations; coordinating resources and activities; using assessment tools (e.g., level of functional scale, life profile scale); non-punitive behavior; providing consultation; coordinating; a high level of administrative and organizational skills.

Abilities to: Motivate and lead staff; manage changing schedules; communicate clearly, anticipate, prevent and handle crisis, demonstrate a positive regard for consumers and their families (e.g., treating consumers as individuals, allowing risk taking, avoiding stereotypes of mentally ill people, respecting consumers' and families' privacy, believing consumers are valuable members of society); work as a team member, maintain effective inter- and intra-agency working relationships; work independently, read and interpret policies and procedures; monitor and train staff to comply with agency policies and procedures and program protocols; recommend to Director III needed changes, errors, additions and/or negations to program protocols, performing position duties under general supervision; communicate effectively, verbally and in writing; drive defensively.

MANAGER PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Manager Performance Evaluation Standards.

POSITION LOCATION: Wellness Recovery Center
504 Old Lynchburg Rd
Charlottesville, VA 22903

POSITION ORGANIZATION CHART

Senior Director
|
Program Manager I

GRADE: 11

SCHEDULE: 40 hours weekly. Flexible schedule to include some evening and weekend shifts.

Position Description Updated: May 16, 2018

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, and abilities) included in this description. I also understand the performance standards as they apply to this position.

Signature

Name Printed

Date