Job Description

Job Title: Program Manager

Department: Community Care Coordination

Position Status: Exempt Full Time

Supervised by: Director of Family & Community Services

General Statement of Duties:
This position is responsible for managing and supervising the adult and children/youth care coordination programs and staff, ensuring quality of services and compliance with program & regulatory policies and procedures in line with the Agency mission.

Specific Duties or Typical Work Activities:
- Oversee, monitor, and guide casework activities, ensuring client-centered, recovery-based services and treatment
- Monitor, evaluate, and audit program activity, including casework process and documentation to ensure proper execution of referrals, intakes, admissions, service planning, and discharges, and compliance with the program model, regulations, and agency policies and procedures
- Manage and monitor program billing, revenue, and expenses, including use of program service dollars
- Represent the Agency in the community
- Develop and implement workflow systems that promote communication, both within and outside the Agency, and other casework or administrative efficiencies
- Maintain and analyze accurate program data for evaluation, reporting, tracking, and planning purposes
- Present program information to community providers, interested parties, and referral sources
- Identify training needs and coordinate training opportunities with other Agency staff
- Monitor program outcomes and implement plans for improvement
- Assist with staff recruitment, hiring, training, evaluation, and separation; perform other necessary personnel functions for program employees, as necessary
- Participate in the planning, development, and implementation of the annual program budget
- Participate in policy development and oversee implementation of procedures in the program areas
- Lead evaluation processes in the program areas
- Complete necessary Agency, funding or other reports
- Participate in Agency compliance activities, including the Agency Compliance Committee
- Other related work, as requested

Required Knowledge and Skills:
- Verbal and written communication skills
- Time management and self-initiation skills
- Knowledge of health, behavioral health, and social service systems
- Knowledge of care coordination processes, including assessment and planning
- Leadership skills, including the ability to create and foster a positive work environment
- Computer and technology skills, including proficiency with MS Office
Qualifications:
- Bachelor’s Degree in a Human Services or related field and 4-6 years of experience working in Mental Health or a related field required
- Program management and supervisory experience required
- MSW preferred
- Familiarity with the Health Home model and Netsmart electronic health record preferred

Additional Expectations:
- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 40 hours weekly, Monday-Friday
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee