



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

## 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

Catholic Charities of Cortland County is an Equal Opportunity Employer.



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*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