

JOB ANNOUNCEMENT



Position Title: Program Manager

Program: Multicultural Community Counseling (MCC)

Classification: Exempt, Full-Time

Salary: \$60,000-\$65,000 per year; Commensurate with experience

Summary and Range of Authority: Under the direction of the Program Director, Program Manager is responsible for the overall administration of the Multicultural Community Counseling (MCC) program. The MCC program provides intensive outpatient behavioral health services and case management for Seriously Emotionally Disturbed (SED) children and families utilizing a comprehensive approach that is community based, client and family driven, trauma informed, and culturally competent. MCC is staffed with professional and paraprofessional staff from San Diego's diverse Asian and Pacific Islander (API) and Latino communities. The program serves low-income API and Latino SED clients (emphasis on API clients), Medi-Cal or uninsured children and youth from 5-20 years old and their families.

Essential Duties and Responsibilities:

- Provide direct administrative support and oversight to program staff
- Conduct staff meetings
- Work closely with program director to coordinate activities with consultants and other collaborative partners
- Responsible for ensuring compliance with scope of activities
- Serve as the single staff person responsible for the client and family of the program
- Ensure program adherence to brief treatment model and compliance with Utilization Management procedures.
- Attend all required meetings and trainings with the County of San Diego
- Ensure adherence to requirements of Full Service Partnership Program.
- Ensure compliance with requirements for a Dual Diagnosis Capable program
- Operate program in accordance with the Comprehensive, Continuous, Integrated System of Care principles and practices.
- Conduct quality assurance activities.
- Oversight of program in providing culturally competent services.
- Provide training to staff as needed.
- Oversee program's medication clinic, including coordination of service delivery needs of the program's consulting psychiatrist and other consultants
- Assist the program director in the administration of overall program budget
- Coordinate program referrals, logging and management of assignments and engage in follow up and screening as needed
- Collaborate with other primary care physicians who serve program target population for transition back to primary care
- Form strong and collaborative partnership with schools, community-based organizations, Child Welfare Services, Juvenile Justice System, and other community resources that support children and families
- Conduct and coordinate community outreach activities, including outreach to physical health care providers and faith-based organizations
- Provide educational trainings on mental health and cultural competency as requested by community providers or directed by program director

- Assist in preparing for program audits by funding sources (includes site audit, medical record review audits, medication monitoring audits, utilization review audits, as well as other audits designated by State or County)
- Submit accurate and timely documentation of required reports
- Ensures adherence to data collection and reporting requirements set forth by County
- Attends UPAC program managers and supervisors' meetings
- Represent UPAC on committees, boards, commissions, associations, and system wide planning bodies related to mental health issues
- Responsible for increasing agency's visibility in key mental health meetings in the community
- Maintain effective communication and working relationships with funding sources, communities, providers, and other partners
- Other duties and responsibilities as assigned by the program director

Required Education, Certifications/Licenses and Language/Cultural Skills:

- LMFT, licensed Ph.D./Psy.D., LCSW and a current license to practice in the State of California.
- Bilingual and/or bicultural in an Asian and/or Pacific Islander language.

Minimum Experience and Qualifications Required:

- Experience in an outpatient, community-based mental health service setting
- At least one-year experience in a supervisory or leadership role
- Must have strong leadership skills and demonstrated ability to work with a multidisciplinary staff of professionals and paraprofessional community workers
- Knowledge and experience in working with Asian/Pacific Islander and other ethnic consumers, communities and staff
- Knowledge and experience working in outpatient, clinic and community-based programs for children and adolescents
- Must have knowledge of managed care principles and ability to manage programs within a managed care environment.
- Must have experience in networking, community outreach and developing relationships with key stakeholders and organizations
- Excellent organizational skills, ability to take initiative, work independently, manage multiple tasks simultaneously, prioritize and successfully bring them to fruition
- Excellent written and verbal communication skills
- Excellent interpersonal skills (staff, colleagues and consumers), including tact, diplomacy, patience, and professionalism in dealing with individuals from a variety of backgrounds
- Ability to ensure strict adherence to personnel policies and procedures, maintain strict confidentiality regarding sensitive or proprietary information or materials, and maintain professional and ethical integrity.
- Possess skills in service area/program goal establishment, priority setting, and implementation
- Possess coordination skills with intra-agency services areas/programs and administration
- Ability to handle pressure of working on highly detailed and time-sensitive projects
- Must demonstrate intermediate level of computer literacy and experience using office productivity software i.e. Microsoft Word, Excel, Power Point, Internet browsers, and Outlook
- Must pass background check (Live Scan Fingerprint)
- Must have TB clearance
- Must be able to drive for business purposes to other program locations in San Diego County
- Must have a valid California driver's license and comprehensive automobile insurance coverage as required by law

- Will not be debarred or excluded from participation in Federal programs by the General Services Administration and/or the Department of Health and Human Services of the Inspector General

Additional Preferred Education or Qualifications:

- Trained in Motivational Interviewing and/or Trauma Informed Care
- Experience in Dual Diagnosis treatment
- Trained in Cerner Electronic Medical Records System
- Knowledge of County contracted Medi-Cal and MHSA programs
- Knowledge of San Diego County documentation standards

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Spends approximately 70% of work time sitting and meeting with others or working at a desk and/or computer. Spends approximately 30% of work time standing or walking within the work area or outside the office at meetings and events, also bends, twists, stoops and reaches. Ability to communicate in writing and verbally. Regularly required to sit and talk or hear. Frequently is required to use hands to touch, handle or feel and reach with hands and arms. Occasionally lifts and/or moves up to 25 pounds. Working conditions are normal for an office environment and event venues. The noise level is usually moderate.

Please forward your resume via e-mail, fax or mail to:

UPAC – Attn: HR Dept

1031 25th Ave

San Diego, CA 92102

Fax: 619-232-4113

E-Mail: upacjobs@upacsd.com