

JOB ANNOUNCEMENT



Position Title: Program Manager

Program: Community Wellness Clinic (CWC)

Classification: Exempt/Full Time

Salary: \$65,000-\$75,000 per year; Commensurate with experience

Summary and Range of Authority: The Community Wellness Clinic (CWC) is based on a holistic approach to service delivery with an understanding that adults and older adults with serious mental illness can benefit from linkages to primary care physicians, access to non-traditional and culturally accepted healing communities, family and peer support, culturally appropriate education about mental illness and substance use, employment support services, and skill development. Under the direction of the Mental Health Director, the Program Manager provides oversight and contract compliance of the program, while increasing visibility of the program in the community.

Essential Duties and Responsibilities:

- Oversee the delivery of adult mental health services, including ensuring compliance with all County and State regulations guiding the delivery of services, including those specified in the County of San Diego Organizational Provider Operations Handbook, and those requirements specified in UPAC's contract with the County, including productivity and clinical outcome requirements
- Ensure compliance with Local, State, and Federal regulations
- Hire, supervise, support, and evaluate clinical and administrative support staff, interns, trainees, and volunteers
- Support overall service delivery needs of clinic, including providing triage and assessment of Walk-In appointments and crisis intervention services including assessment for voluntary or involuntary hospitalizations, if needed
- Attend regular staff meetings, trainings, and community meetings related to the program
- Facilitate quarterly Program Advisory Group (PAG) meetings
- Organize and lead staff meetings
- Provide training to staff regarding County and State regulations as needed, including training on clinical documentation, electronic health record requirements, and cultural competence trainings
- Update and create written program policies and procedures, as needed
- Oversight of monthly expenditures and ensures that all bills, invoices, and timesheets are accurately submitted to Fiscal Department on a timely basis
- Provide clinical supervision to interns and registered staff when Clinical Supervisor is unavailable
- Provide clinical and administrative supervision to paraprofessional staff when lead clinician is unavailable
- Provide training and support to lead clinician
- Conduct monthly multidisciplinary treatment team meetings
- Complete Quarterly Status Report and any other reports required by County
- Conduct regular quality assurance and improvement activities, including but not limited to internal medical record reviews
- Prepare for all program audits by State or County
- Develop annual cultural competence plan and supports the Comprehensive, Continuous, Integrated System of Care (CCISC)

- Ensure that program activities enhance wellness and recovery, including sub-groups of TAY and Older Adults
- Responsible for increasing agency's visibility in key community meetings and outreach activities. This includes, but is not limited to, participation in community health fairs, meetings with other behavioral health providers, substance abuse providers, primary care clinics and community clinics
- Collaborate with primary care providers as needed, and ensures that clients are discharged accordingly to a primary care setting and/or lower level of care
- Develop collaborative relationships with faith-based organizations for expanding continuum of resources for clients
- Other duties as assigned

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

- Must have a valid license to practice psychotherapy with either the Board of Behavioral Sciences (LPCC, LCSW, LMFT) or Board of Psychology for a minimum of two years

Minimum Experience and Qualifications Required:

- At least one-year experience in a supervisory or leadership role
- Knowledge of theory and practice of psychotherapy, as well as principles and practice of community mental health, including principles and practices as it relates to integrated behavioral health services.
- Must have a minimum of one (1) year experience with billing and documentation guidelines for Medi-Cal
- Understanding of cultural competency in the delivery of mental health services
- Understanding of the role of peer specialists in the promotion of mental health recovery
- Excellent organizational skills and attention to detail
- Ability to manage multiple tasks simultaneously, prioritize and successfully bring them to fruition
- Ability to maintain strict confidentiality with regard to sensitive or proprietary information or materials
- Ability to prepare written reports and records of services rendered
- 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 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:

- Bilingual in Spanish
- Experience with Cerner (previously known as "Anasazi") electronic health record system.
- Experience with dual-diagnosis programs and/or behavioral health integration.

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.

Mail, Fax or Email Resume to:**UPAC Human Resources Department****1031 25th Street****San Diego, CA 92102****FAX: (619) 232-4113****E-mail: upacjobs@upacsd.com**