

KAIROS

The moment when change is possible

Administrative Offices
715 S.W. Ramsey Ave., Grants Pass, OR 97527
(541) 956-4943 Fax (541) 956-5463

JOB DESCRIPTION

POSITION TITLE

PROGRAM MANAGER

CLASSIFICATION:

M8-(M9 W/ PHD)

MINIMUM QUALIFICATIONS:

Master's degree in education, social work, psychology, sociology or Registered Nurse (Baccalaureate). Three years broad level personnel management responsibilities. Ability to manage system of care for multiple service delivery mechanism. Three years' experience in psychiatric or group care settings with youth and families and demonstrated supervisory abilities.

Preferred LPC and/or LMFT license and/or receive within 2 years. Supervisory experience preferred.

Provide proof of current, valid Oregon Driver's License (or if out-of-state will obtain Oregon license within 30 days), comprehensive automobile insurance (if applicable) and a safe driving record (minimum of 3 yrs.) to use company or personal vehicle for required duties.

STATUS:

Exempt

UNIT:

Residential Treatment Facilities

SUPERVISOR:

Clinical Director

DEGREE OF SUPERVISION:

Weekly Conferences or More Frequently As Needed

POSITIONS SUPERVISED:

Oversight Responsibility For All Program Staff. Direct Clinical and Administrative Supervisory Responsibility for Individual and Family Therapists, Office Managers, Assistant Managers, Nurse, and Medical Assistant

ESSENTIAL DUTIES, RESPONSIBILITIES AND CORE COMPETENCIES:

I. PROGRAM OPERATIONS

- A. Demonstrate a high level of competence and problem solving skills in risk management, therapeutic interventions, and decision making while considering impact on youth, impact on staff, and impact on other departments.
- B. Oversee program operating budget and complete reports on revenue and expense variances
- C. Coordinate program activities, including daily and weekly schedule/calendars, visits, appointments, events and activities.
- D. Develop and maintain developmentally appropriate program structures and guidelines in collaboration with the youth and staff team.

- E. Ensure appropriate staffing patterns are maintained and that supervision is present to ensure safety and support
- F. Coordinate all aspects of admissions and discharges
- G. Maintain an active, visible, regular and reliable presence in the milieu.
- H. Maintain ongoing awareness of the state of the milieu and of individual and group-wide issues as they occur. Ensure regular review of milieu dynamics and assess for any patterns or potential concerns.
- I. Support and provide for ongoing learning and implementation of evidence based, best, and emerging practice by program staff
- J. Respond to crisis situations and assist with emergency safety interventions when necessary
- K. Demonstrate understanding of adolescent and adult developmental levels and treatment and implement individual and group strategies based on identified need

II. SUPERVISE PERSONNEL

- A. Provide administrative and clinical leadership and direction to the program and its employees
- B. Develop and maintain staff schedules assuring proper round-the-clock coverage ratios.
- C. Manage employee time off requests, track absences, training requirements, and ensure the accuracy of time sheets.
- D. Provide direct one-to-one clinical and administrative supervision to the assistant manager, Office Manager, and skills coaches as needed and maintain supervisory documentation.
- E. Conduct annual administrative performance appraisals for direct supervisees.
- F. Attend to job performance of all program staff and provide observations ,coaching, and feedback
- G. Addresses issue(s) of concern with supervisees immediately or at the next supervision session; documents having addressed the issue (s) and action or follow up; follows up on supervision action items and documents outcome.
- H. Ensure policies, procedures, and practice guidelines are consistently updated and implemented.

III. Quality Assurance

- A. Ensure survey/audit readiness across all areas of the program per OAR's, Joint Commission Standards, and agency policies
- B. Complete audits, drills, and quality improvement tasks and reports
- C. Comply with all federal, state and agency health and safety reporting requirements.
- D. Attend to safety and physical plant issues as they arise.
- E. Facilitate and track required trainings
- F. Track and respond to incident reports and ensure notifications are complete
- G. Assist in development and maintenance of program policies and procedures.
- H. Abide by ethical codes, mission, values, and professional standards, including confidentiality.

IV. CLINICAL

- A. Participate in after hours on-call rotation to provide consultation, assessment, and assistance for New Beginnings and residential treatment homes (RTH).
- B. Oversee the documentation, delivery and coordination of mental health services for youth, young adults and families including case management, individual, group, and family therapy utilizing agency clinical practices.
- C. Establish rapport while maintaining clear, consistent, appropriate, and therapeutic boundaries.

- D. Complete intakes, discharges, mental health and risk assessments and treatment plans per OAR's and agency requirements as needed
- E. Oversee and provide case management, demonstrate knowledge of and be able to efficiently access community resources, support services and referral systems for treatment and discharge planning.
- F. Provide transportation of youth and young adults, or assistance of transportation for appointments and activities as necessary.
- G. Safely de-escalate youth and young adults, including in crisis situations, by effectively using verbal intervention skills and emergency safety interventions.

V. LEADERSHIP

- A. Facilitate, Attend, and Participate in leadership meetings, committees and trainings.
- B. Present a positive attitude, professional demeanor and demonstrated respect with youth and young adults, families, staff, visitors, and community partners.
- C. Demonstrate alignment with the philosophy of Trauma Informed Care, Youth Driven Care, Recovery, and Collaborative Problem Solving.
- D. Demonstrate flexibility adapting to program change.
- E. Model good communication skills.
- F. Participate in supervision, accept feedback and offer feedback to others.
- G. Develop and maintain collaborative relationships with families and community partners.

VI. SAFETY WORK ENVIRONMENT

- A. Perform all work tasks in a proper and safe manner per established policies, procedures and guidelines.
- B. Cooperate with other staff and demonstrate respect for other staff, youth and visitors to the facility.
- C. Contribute to ensuring the work environment is safe and well maintained to prevent unnecessary injury, time loss and agency expense.
- D. Comply with all federal, state and agency health and safety reporting requirements.

Employee Signature X _____ Date: _____