



Job Title: Clinical Program Manager II (Case Management Program)
Job Class: Program Delivery
Reports To: Program or Regional Director(s)
Grade: 9
Status: Exempt

POSITION SUMMARY: Oversees delivery of behavioral health case management services in outpatient clinic(s). The Program Manager is responsible for implementation of various case management programs, including but not limited to ACT (Assertive Community Treatment) program, Journey (Day Treatment for Adults), and Medication-Only services. The Program Manager provides direct supervision and training of Case Managers, Peer Specialists, and mentors as part of the leadership team collaborates with other service providers to provide high quality comprehensive client care.

CORE RESPONSIBILITIES

- Oversee provision of case management services to clients, including individual services, psychoeducational groups and rehabilitation activities; implement referral, assessment, and service planning processes; facilitate collaboration among case management/peer staff and other agency and community service providers

- Interviews, engages, supports and supervises program staff, including annual performance reviews for staff in accordance with Center standards
- Processes administrative paperwork in accordance with assignments and Center standards; assures submission of required paperwork from staff in accordance with Center procedures
- Continuously monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies opportunities for improvement, directs implementation of change
- Provides direct clinical services at the rate identified by the Regional Director based upon the size and needs of the team managed
- Develops and coordinates maximum possible service integration between Center programs and other agencies
- Coordinates the development of annual objectives and budget for the program in conjunction with goals established by the Regional Directors and communities. Monitors, manages and reports on goal progress and budget variances
- Participates in meetings and in services
- Participates in supervision sessions
- Performs other job duties as assigned

SUPERVISOR RESPONSIBILITIES

Supervision of Program staff

EDUCATION

Bachelor's Degree preferably in Social Work, Psychology or Nursing

EXPERIENCE

Three (5) Years increasingly responsible experience in clinical setting with the population being served by the program



SKILLS, KNOWLEDGE, AND ABILITIES

- Computer literacy and skills in e-mail communication and word processing
- Ability to provide effective oversight of assigned staff evidenced by consistent production criteria and paperwork quality in accordance with center, state, federal, ethical and professional standards
- Proficient verbal and written communication
- Skills to organize and prioritize department operations to meet deadlines and complete timely reports
- Skills to be fiscally responsible and sound when managing and monitoring budget expenses
- Understanding of ethics as related professionally and to client confidentiality
- Working Knowledge of Regulatory Agencies
- Ability to design and conduct formal and informal training for center staff
- Ability to work as a team member
- Knowledge of effective clinical program development
- Ability to serve culturally diverse populations and effective communication to interface with community partners
- Ability to travel within the Center's service area or to other locations as needed

I have read this copy of my job description, discussed it with my supervisor, and understand my responsibilities and the core competencies that are needed to complete my role.

Employee Signature

Date

Supervisor Signature

Date