

Clinical Program Manager

Families in Transition
Family Paths, Inc.

Family Paths is a non-profit agency that has provided mental health and family support services to strengthen families and prevent child abuse since 1972. Family Paths offers a fun and supportive team environment, a commitment to training, opportunities for growth, and an excellent benefits package. We are an agency that is actively engaged in multicultural organizational development and respects and values the diversity of the communities we serve and the staff who work here. Family Paths serves all of Alameda County with offices in Oakland and Hayward.

Position Description:

The Program Manager is responsible for the planning and oversight of the FIT Program which provides clinical services to children/youth (ages 0-21) and their families through MediCal funding. This position requires program planning, evaluation, and direct supervision of program and clinical staff to meet clinical and administrative performance standards. The Program Manager is responsible for assisting in the development of contract goals and is expected to monitor program goals throughout the fiscal year and develop proactive action plans to address any program shortfalls as needed. The program is funded through an EPSDT/MediCal contract with Alameda County Behavioral Health (ACBH).

The Program Manager receives general policy and administrative guidance from the Clinical Director. The program is coordinated and developed within the framework of Family Paths overall policies and procedures and coordinates with other programs as necessary. Program planning may include the expansion of current services as well as the day-to-day improvement of current services. This position includes clinical supervision to pre-licensed and licensed staff/interns. This position may include public contact with contract agencies, participation in outreach and policy and countywide committees. The Program Manager demonstrates exceptional professional standards, communication skills and work ethic both internal to the organization, our clients, and external entities

This position requires the demonstration and commitment to the agency's mission, vision, and values, including a strong commitment to issues of social justice and culturally and linguistically responsive practices.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Program Operation and Administration:

- Participates in EPSDT/MediCal and Clinical Operations management meetings to develop program policies and procedures that ensure contract compliance and sound clinical practice.
- Develops and participates in Quality Assurance process to ensure clinical and quality review of clinical services and client documentation in accordance with ACBH funding requirements.
- Collaborates closely with other departments to ensure cross-functional goals are being met.
- Oversees the maintenance of program-related records as specified in program contracts including pertinent data and statistical reports for submission to grantor or as required for internal control.

- Coordinates and performs outreach to other agencies to ensure program referrals and growth as needed.
- Performs other duties as required.

2. Program Supervision:

- Responsible for the recruitment, hiring and terminating staff.
- Responsible for program orientation and development of work plans and assigning clients to program staff.
- Leads staff in setting professional and program goals and maintains accountability for goal achievement.
- Manages and evaluates the performance of staff to ensure all program and administrative goals are met and identifies areas for improvement and training opportunities. Creates and implements performance improvement plans when appropriate in collaboration with Clinical Director and/or HR.
- Facilitates regular staff meetings as needed.
- Manages and approves staff timecards, time off requests, and expense and travel reimbursements as appropriate and in a timely manner.
- Adheres to Family Paths policies and procedures and ensure that they are communicated, understood and practiced by staff.
- Handles employee requests, concerns, complaints, and grievances per policies set forth in the Employee Handbook.

3. Clinical Supervision:

- Provides culturally and linguistically appropriate, trauma-informed clinical consultation and/or supervision (individual, triadic or group supervision) for staff/interns in compliance with BBS regulations.
- Provides clinical training for staff at least 1x/year and as needed based on qualifications.
- Clinical license status must be current and renewed biennially with the Board of Behavioral Sciences (BBS).

4. Direct Service:

- May provide direct service to clients and families as needed.

5. Agency Operations:

- Participates with the management team in agency planning and development, including policies and procedures for all programs, and promotes a culturally and linguistically responsive agency atmosphere where staff members of various backgrounds feel respected and valued.
- Participates in agency's revision and implementation of its strategic plan, goals, and objectives.

- Collaborates with other clinical managers to develop policies and procedures for programs, including the agency's intake and referral process, and develop strategies to address both administrative and clinical training needs.
- Works collaboratively with all departments to provide data, reports, or other necessary information to ensure the successful achievement of all agency/program goals.
- Attends all mandatory meetings, including program and management specific meetings, and designated training events sponsored by the agency or other agencies as required.

REQUIREMENTS, QUALIFICATIONS, SKILLS & ABILITIES:

- Excellent people management skills and the ability to link the development of people with achievement of organizational goals.
- Strong time management skills and ability to manage several projects and priorities simultaneously.
- High level of organizational skills, flexibility, accountability and consistency.
- Extensive knowledge of psychodynamic and attachment theory, psychopathology, family systems, and child abuse/trauma-informed treatment and ability to apply this knowledge in a therapeutic relationship and through supervision.
- In-depth knowledge of child development, the impact of trauma on child development, and issues related to child abuse prevention and child welfare involvement.
- Must have working knowledge of all laws pertaining to mental health in general and child abuse in particular and be able to apply them in everyday practice.
- Ability to form collaborative relationships with colleagues in a multicultural context and have strong communication skills both verbal and written.
- Ability to address differences and conflicts, including those that are culturally based, in a proactive manner.
- Aptitude to foster and encourage open communication and mutual respect amongst staff and provide open door policy to allow staff to openly address concerns.
- Ability to support clinicians to work collaboratively with their clients and capacity to work under pressure of crisis and emergency situations.
- Able to perform as part of a management team, with an ability to balance the needs of the organization with the needs of the program.
- Must be able to share supervision issues in the context of peer consultation.
- Ability to exercise good judgment and work independently on a day-to-day basis legally and ethically and to consult with supervisor when appropriate.

MINIMUM QUALIFICATIONS:

- Licensed LMFT, LCSW or LPCC in California.
- Minimum of 3 years providing clinical supervision to MFT, ASW, and LPCC associates and trainees.
- Minimum of 3 years management experience or equivalent in a behavioral health (or equivalent) setting.
- Paid experience working with high risk children/youth ages 0-21 and their families.
- Significant experience with EPSDT/MediCal billing and documentation.
- Demonstrated experience working with culturally diverse populations.
- Commitment to social justice principles.

- Availability of a personal vehicle in good working condition to travel between offices and other locations for agency business.
- Valid California driver's license, a clear driving record and personal vehicle insurance coverage.

Desired Qualifications:

- Bilingual, Spanish-speaking preferred.
- Culturally diverse background.

Work Environment:

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Requirements:

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. While performing the duties of this job, the employee is:

- Must be able to see, talk and hear.
- Frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc.
- Occasionally required to walk, stand, and sit for extended periods.
- Occasionally required to push/pull objects up to 25 lbs. and to lift/carry objects up to 25 lbs.

COMPENSATION: Pay rate is commensurate with education and experience and competitive in the non-profit environment. Bilingual pay differential may apply for clinicians providing services in a language other than English.

LOCATION: Oakland or Hayward

EMPLOYEE STATUS: Full Time

WEEKLY HOURS: 37.50 (Full Time positions are based on a 37.5 work week)

BENEFITS INCLUDE:

- Group Kaiser and Dental Benefits
- Flexible Spending Accounts
- PTO plan starting at 4 weeks (progressive to 6 weeks at 5 years)
- 12 paid Holidays, 2 Float Holidays
- 5 days of paid Educational Leave + professional development allowance
- 401K Retirement Plan, Commuter Benefits Plan, 529 Education Savings Plan, Long Term Disability Insurance, Voluntary Long-Term Care Insurance, Voluntary Aflac Benefits
- Access to free internal clinical trainings and free CEUs
- Professional development opportunities

TO APPLY: Send your resume and **cover letter** to Misa Trotman. **Resumes without cover letters will not be reviewed.**

Email: mtrotman@familypaths.org

Fax: 510-582-8460

Website: www.familypaths.org