



POSITION AVAILABLE
Program Manager
(Starting Salary: \$72,000 - \$80,000/Year DOE/DOQ)

POSITION TITLE: Program Manager

FLSA STATUS: Exempt

REPORTS TO: Clinical Director

JOB PURPOSE: Responsible for the coordination of clinical access services delivery, assists the Clinical Director with the direct supervision of clinical supervisory staff, and assumes a leadership role in performance improvement activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Responsible for the clinical and administrative supervision of all access services staff. Holds personnel accountable for meeting standards of care and job expectations.
- Role-models, coaches, and assists the development of personnel in the areas of professional and technical development, team building, and patient management techniques.
- Acts as a liaison inter- and intra-departmentally to coordinate and integrate access services. Works in a collegial manner with all departmental directors, coordinators, and supervisors.
- Attends, participates in, and facilitates meetings and educational trainings.
- Ensures clinical staff compliance with mandatory trainings and licensing certifications.
- Promotes employee engagement and staff development.
- May assist in the planning, development, and implementation of clinical programs at PBH.
- Provides direct clinical and administrative supervision for AOP, Children, CSS, Crisis Intervention, Respite, and Access under the guidance of the Clinical Director. Provides clinical consultation on an as needed basis.
- Ensures contractual standards are upheld at all times and assumes a leadership role during clinical audits.
- Provides leadership to guide the organization's efforts in continuous quality improvement.

- Coordinates with other supervisors, coordinators, and managers to address client concerns and grievances.
- May assist in development of PBH's marketing plans; assists in marketing PBH's programs to potential and existing referral sources and actively participates in appropriate community organizations.
- Ensures the cost effective and efficient delivery of care, and the appropriate utilization of resources.
- Provides direct clinical care as needed. Documents care within organizational guidelines and standards.
- Performs other related duties as assigned or requested.

SECONDARY DUTIES AND RESPONSIBILITIES:

- Maintains familiarity with and handles client information in accordance with Federal regulations (42 CFR, part 2), the Revised Code of Washington (71.05.390 and 71.24), and other applicable laws pertaining to the confidentiality of client and staff information.
- Maintains physical security of confidential materials and assigned Agency property.
- Participates in performance improvement meetings on a regular scheduled basis.
- Participates actively in professional organizations in order to further education, professional growth, and networking.

PERFORMANCE EXPECTATIONS:

- Provides quality control and performance expectation management in response to PBH's various contracts and funding sources.

REQUIRED EDUCATION, LICENSE(S), CERTIFICATION, AND EXPERIENCE:

Education: Master's degree in Social Work, Counseling, or appropriate related field

Experience: Four (4) years in the behavioral health/human services field with two (2) years supervisory experience in behavioral health administration, including; supervision of clinical and clerical staff..

Licensure: Independent clinical licensure such as; LMHC, LMFT, or LICSW.

PREFERRED ADDITIONAL CREDENTIALS/EXPERIENCE:

Experience: Six (6) years in behavioral health/human services with four (4) years supervisory experience.

KNOWLEDGE, SKILLS, AND ABILITIES:

Essential:

- Must be able to demonstrate the knowledge and skills necessary to provide care to: children, adolescents, families, adults, and older adults.
- Must demonstrate knowledge of Washington Administrative Code (WAC) standards as they apply to community mental health.

NATURE AND SCOPE:

Physical Demands:

- Moderate physical effort (lift/carry up to 25 lbs.)
- Occasional standing/walking
- Occasionally lifts supplies and equipment

Cognitive Skills:

- Advanced verbal and written communication skills.
- Effective team building techniques.

Working Environment:

- May be exposed to infections and contagious diseases.
- Occasionally exposed to patients exhibiting assaultive behaviors.

Working Demands:

- Frequent pressure due to schedule demands.
- Contact with patients under a wide variety of circumstances.
- Subject to varying and unpredictable situations.
- Handles emergency or crisis situations.

Principal Challenges:

- Managing collaboratively with other staff members.
- Managing the delivery of high quality clinical services in efficient and cost effective ways.

Closing Date

- Open until filled

To apply, forward resume and cover letter to:

Amanda Hill, Human Resources Specialist
Peninsula Behavioral Health
118 E. 8th Street
Port Angeles, WA 98362
Or,
employment@peninsulabehavioral.org
or apply at www.peninsulabehavioral.org
(Equal Opportunity Employer)

NOTICE

The above job announcement is meant to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required for the position. Employees will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

Requirements are representative of minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee must possess the abilities or aptitudes to perform each duty proficiently. Job requirements may be subject to possible modification to reasonably accommodate individuals with disabilities.