



### Position Description

Title	FSP Program Manager
Reports to	
Location	Building 116
Type	Exempt, Regular Full-Time

#### How this position supports our Mission:

The Program Manager role provides overall management and direction FSP mental health program of the organization. This position is accountable for monitoring staff performance of services rendered and clients served.

#### Responsibilities

- Development and control of program budget. Reviews budgetary issues. Ensures that FSP program is producing at or above expected levels. Provides Program Staff with continuous feedback regarding their program goals and strategies to meet contract obligations.
- Monitors staff and site productivity (both billable and non-billable) to ensure that expectations are being met. Monitors for timely submission of work flow, from service delivery through billing.
- Provides general management to all staff assigned to program, including regarding recruitment, selection training, performance evaluation, discipline, etc. Versatility with Evidence Based Practices. Development of Program services and professional staff.
- Management of Direct Services staff. Assists and informs program staff in leadership matters pertinent to their site staff. Participates in monthly supervisory group supervision.
- Meets regularly with Clinical staff regarding operational concerns for site/program. Development and implementation of policies and procedures.
- Manages access and utilization of services, ensuring that the quality of care is commensurate with LA County and State expectations.
- Participates in overall program planning, development and quality control. Maintains awareness of serviced delivery changes that are proposed in the social service/mental health systems and participates in modifying ND Vets FSP service delivery.
- Ensuring program activities comply with contract. Ensures compliance with Administrative policies and county/state laws, regulations and guidelines. Ensures that all documentation is compliant with State and Federal Standard.
- Other duties as assigned.

#### Required Education Experience and Skills

- LCSW or MFT licensed with BBS
- MSW or Master's degree in related human services field from an accredited four-year college or university required.
- 1-2 years previous related advanced Management and Supervisory responsibility
- Advanced knowledge of LAC DMH and Federal and State laws
- Ability to work in a Multi-Cultural environment
- Time Management Skills
- Effective Interpersonal Skills
- A focus on monitoring details

[Type here]

**Work Conditions/ Physical Demands**

- High level of concentration and attention to detail for extended periods of time required.
- Ability to communicate effectively using all methods of communication with residents, individuals in the organization at all levels, outside agencies, partner organizations and consultants.
- Ability to quickly organize and communicate thoughts and to understand communications from others.
- Complex reading and writing skills with the ability to read, proof, and analyze complex documents.
- Ability to see, hear, and talk clearly in order to receive instruction and to give instructions to others.
- Ability to work independently, with others, around other, have verbal contact with others, face-to-face contact with others and prioritize work and make decisions.
- In this position you will be in contact with individuals and/or families in crisis who may be ill, using alcohol and drugs, have mental illnesses, and who may not be attentive to basic personal hygiene, health and safety practices. You may experience a number of unpleasant sensory demands associated with the client’s use of alcohol and drugs, and lack of personal hygiene. As a result you must be prepared and able to respond quickly and effectively to many types of situations, including crisis situations and potentially hostile situations
- 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- This is sedentary work in an office setting. While performing the duties of this job, the employee is frequently required to stand, sit, walk, stoop, talk, hear, reach above and below shoulders; use hand and finger dexterity, keyboarding and making and receiving telephone calls. The employee may be required on occasion to lift and or carry up to 20 lbs.
- This position requires employees to perform work out of the office on occasions and at alternative facilities.

Employee Signature:

Date: