



Program Manager Outpatient Services

Status: Exempt, Full time

Hours: Monday-Friday, varied, evenings and weekends as needed

Program: Addiction and Recovery Services (SOARS)

DEFINITION:

Responsible -for program supervision of staff providing services to children, family, and adults.

SUPERVISION.

Position is supervised by the Program Director. Position provides supervision and leadership to assigned program management and staff within designated team.

DUTIES AND RESPONSIBILITIES:

- Creates and promotes a culture that is welcoming, engaging, and accessible. Fosters a professional environment that uses evidence-based practices to provide services focused on behavioral healthcare, physical healthcare, and social needs. These integrated services are recovery-focused, strength-based, culturally competent, patient centered, trauma informed, gender sensitive, age appropriate, and co-occurring capable.
- Creates and promotes a professional culture that is strengths-based, encouraging, and positively reinforcing, embracing of continual growth and change within the department, promoting of process improvements, supporting of clinical education of staff, and fostering of professionalism among staff.
- Manages and coordinate the daily operations of assigned programs including but not limited to: hiring of needed staff, assignment of supervisor and/or staff duties, oversight of workloads and productivity of program management and staff; management and staff compliance with agency policies and procedures; approving timesheets and travel claims; and conducting performance evaluations.
- Responsible for assigned ODMHSAS contracts including implementation, reporting measures and training of staff.
- Maintains positive working relationships with community partners and referral sources in the agency and the community. Develop new programs or expand existing programs to meet the needs of the consumer and the community.
- Responsible for comprehensive recruiting and training including orienting new staff to appropriate charting, which may include intakes, assessments, integrated and person-centered treatment plans, treatment plan reviews, treatment plan updates, progress notes, discharges, and all documentation requirements. Responsible for ensuring new staff meet core competencies in all documentation requirements within probationary period.
- Responsible for ongoing quality management of all documentation by staff and providing retraining in current procedures and requirements to ensure that all staff meet core competencies. Actively participate in meetings related to coordination and management functions such as manager's meeting and peer review. Participate in developing and maintaining program processes and procedures.
- Participates in peer review and other quality assurance committees.
- Provides clinical services within scope of practice, which may include intakes and treatment plans, crisis services, therapy, and care coordination. Seeks consultation, as appropriate, regarding crisis situations including potential safety concerns.
- Provides individual and group consultation, facilitates staff meetings, and provides licensure supervision for staff and practicum students.
- Provides relevant training within and across programs.
- Maintains professional competency in his/her discipline through appropriate professional clinical training, attendance at workshops, conferences, and via consultation with other professionals.
- Employee will comply with all requirements to maintain professional licensure.
- Completes all agency required training within established deadlines.

- Maintains clinical records in a timely manner as required by agency, state or federal funding sources and accreditation authorities. Completes all required forms and maintain same in a manner consistent with requirements.
- Must return phone calls and cell texts promptly and check and respond to email daily.
- Performs other duties as required and/or assigned by Director and/or Executive Staff.

POSITION REQUIREMENTS:

A master's degree in psychology, social work, or another related human services field. Licensure in the State of Oklahoma in one of the mental health disciplines and (2) years of experience in a human service field is preferred, OR bachelor's degree with case management certification and (3) years of experience in leadership human services field. Must comply with all requirements to maintain professional licensure and/or certifications.

This position requires a high degree of flexibility and efficiency. Must display proficiency in the MS Word processing software and intermediate general computer skills. Must demonstrate good interpersonal skills and the ability to effectively communicate verbally with English-speaking patients. Employee must have excellent written and oral communication skills. Must be able to move about facilities freely. Casual professional dress is required with adherence to dress code requirements.

Must have access to reliable transportation. Local travel is required. Must possess and provide verification of valid Oklahoma driver's license during employment with NorthCare. Must maintain and provide verification of current automobile liability insurance including uninsured motorist coverage.

Must complete all NorthCare required training within 30 days of employment with NorthCare. Must have TB test within 12 months prior to employment with NorthCare or obtain within 30 days of employment with NorthCare.

NorthCare employee is responsibility for adhering to any and all laws, professional standards and ethical codes that apply to his/her job responsibilities.

BENEFITS/PERKS:

- Competitive salary
- Recharge days for immediate use upon hire for full-time employees
- Paid Holidays
- Paid Time Off
- Retirement 403(b) with employer contribution (no employee match required)
- Educational and Training stipend
- CEU's and trainings
- Medical, dental and vision insurance options with ZERO Card benefits
- Flexible spending accounts for Health Care and Dependent Care Expenses
- MDLive (company paid)
- Employee Assistance Program (EAP)
- Cell Phone stipend
- Mileage Reimbursement

To apply please click the link below:

[Program Manager -Addiction and Recovery](#)