



Program Manager Child and Family Services

Status: Full-Time, Exempt

Hours: 40 hour week/ includes evenings and weekends/ travel required/ office based

Location: Meridian Office

DEFINITION: This position will direct program operations for Youth Mobile Crisis and Access and Engagement for Child and Family Services.

SUPERVISION: Position is supervised by a Program Director of Child and Family Services.

ESSENTIAL JOB FUNCTIONS INCLUDE, BUT ARE NOT LIMITED TO:

- Ensures a full understanding and compliance with all agency, CCBHC/ODMHSAS, and contract policies and procedures.
- Ensures that staff understand and comply with agency and contract policies and procedures.
- Abides by the agency's policy on confidentiality, always, and respects the integrity and confidentiality of persons receiving services.
- Direct the daily operations including but not limited to supervision of staff/supervisors; oversight of workloads and practices; oversight of new employee training and onboarding (screening, interviews, hiring, and onboarding); timesheet approvals; annual evaluations; and facilitation of staff meetings.
- Creates an environment that allows for continued growth and development, while increasing staff retention.
- Promotes a professional culture among staff that is strengths-based, embracing continual growth and change within the department, and promoting collaboration between personnel within NorthCare.
- Provides integrated services that are welcoming, engaging, and accessible. These services address behavioral healthcare, physical healthcare, and social needs that are recovery focused, strengths based, culturally competent, client centered, trauma informed, and co-occurring capable.
- Promotes a warm and engaging organizational culture in line with Northcare values, trauma informed care, and health and wellness.
- Participates in the formulation, development, and revision of program forms, policies, and procedures.
- Makes recommendations to directors and executive team for improving the efficiency and effectiveness of current practices.
- Within the community or specialty areas, lead efforts to improve and/or expand the scope of services provided or the development of new program services.
- Directs teams in promoting and integrating a continuum of clinical and social service care through all service options available at NorthCare.
- Responsible for aspects of the quality improvement system, including but not limited to preparation of outcome measures, completion of data reports, facilitation of CQI projects, and/or assistance with accreditation processes.
- Develop and maintain positive relationships with community stakeholders, partners, and funders.
- Ensures self and staff conduct services that are sensitive with respect to each family's culture, ethnic origin, race, gender, religion, and sexual orientation.
- Lead by example to display strong critical thinking skills and supports the development of critical thinking skills within staff.
- Assists and advises staff regarding client care decisions.
- Accompanies assigned workers on home visits to assist with interventions, provide consultation and assess safety concerns when needed.
- Assures the provision of services to consumers when the assigned worker is unavailable due to leave or training.
- Conduct weekly or bi-weekly supervision with direct reports to assure adherence to established timelines, quality, and appropriateness of consumer services.
- Ensure oversight and review of assessments, treatment plans, consumer progress notes, and other case documentation. Responsible for reviewing and submitting staff documentation within agency and program guidelines.
- Knowledgeable regarding: NorthCare's electronic record system and public folders; CCBHC requirements, ODMHSAS Services manual, contract requirements, and benchmarks; National Outcome Measures (NOMS); Medicaid rules and regulations.
- Maintain clinical records in a timely manner, as required by agency policy, funding sources and accreditation authorities. Complete all required forms in a manner consistent with requirements.

- Obtain and maintain required credentialing including but not limited to licensure or under supervision status and Alcohol and Other Drugs Treatment Practitioner (AODTP) status.
- Obtain and maintain understanding and competency in any other instruments required by agency payors' and/or commonly used by mental health/substance use professionals.
- Complete all NorthCare required courses and training and comply with all agency policies and procedures, including but not limited to documentation deadlines and productivity expectations.
- Performs other related duties as required and assigned by Program Director, Vice President of Family Preservation Services and/or executive management.

POSITION REQUIREMENTS:

Position requires a master's degree in social work, psychology or a related human services field and licensure in the State of Oklahoma, in one of the mental health disciplines or under Board approved supervision for licensure. Licensed LCSW, LPC, LMFT, LADC-MH, LBP, or under supervision required; if licensed, employee must complete continuing education requirements required for licensure maintenance.

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 clients. 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 and 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 possess and maintain CPR, First Aid and Therapeutic Options certifications; or obtain within 30 days of employment with NorthCare. 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.

Every 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 Child & Family Services](#)