



BRIDGING ACCESS // CARE
Inc.

JOB DESCRIPTION

JOB TITLE: Program Manager	PROGRAM: SAMSHA-TCE	JOB STD HRS: 35
REPORTS TO: Director of Behavioral Health	DEPARTMENT: Behavioral Health	FLSA STATUS: Exempt

JOB SUMMARY: The Program Manager will oversee the day to day operation of program services. This position supervises program staff and monitors program deliverables.

DUTIES AND RESPONSIBILITIES:

- Supervise program, interview and discipline program staff
- Supervise, monitor and coordinate program deliverables and activities to assure contract is satisfied.
- Supervise the provision of concrete and clinical referrals and referral monitoring.
- Work closely with program staff to remove possible barriers to the program participant's success by regular and frequent communication with program staff, regular and case conferences, crisis management and trouble shooting issues or problems that arise.
- Manage and assure the fidelity of all DEBI interventions delivered.
- Monitor data bases: AIRS, GPRA.
- Attend trainings and conferences as it relates to your program.
- Participate in CQI meeting, program meetings, solicit feedback from program participants.
- Oversee the collection of post-program patient data.
- Identify opportunities for process and procedure enhancement to drive efficiency and customer service levels
- Network and create linkages/partnerships with other agencies to promote services and build referral base and assist in engagement of target population.
- All services will be provided in culturally and linguistically competent and appropriate way, encouraging direct client participation into ongoing program implementation and management.
- Performs other related duties as assigned.

QUALITY IMPROVEMENT RESPONSIBILITIES

- Support the regular use of data during supervision (i.e. patient PHQ-9 scores) to inform decision-making
- Support population health management by analyzing aggregate data on outcomes to identify opportunities for rapid cycle change
- Ensure that staff have easy access to individual client and practice-level data
- Work with entire Bridging Access to Care team to apply a continuous quality improvement approach (i.e. the Plan-Do-Study-Act cycle), to address systemic, organization-wide challenges
- Identify and implement QI project to complete as part of professional development goals.
- Complete QI training during onboarding process and participate in QI refresher training as needed.

TRAUMA INFORMED RESPONSIBILITIES

- Complete Sections 1-5 of CPI Trauma Informed Approach during onboarding process and participate in Trauma Informed care refresher training as needed.
- Provide on-going mentoring/coaching to staff in addition to regular supervision to enhance compliance with the principle and practice of Trauma Informed Care.
- Knowledge of trauma-informed theories, principles, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions).

KNOWLEDGE, SKILLS AND ABILITIES:

- Extensive knowledge of LGBT population specifically MSM.
Knowledge in HIV/AIDS, mental health and substance use.
- Demonstrated advocacy, communication, information technology, education and counseling skills.
Strong interpersonal and team building skills,
Working knowledge and practice in Evidenced Based Practices-- Motivational Interviewing, Contingency Management, Seeking Safety, Empowerment and Many Men Many Voices-(EBI)
Creative and innovative problem solver.
Excellent organizational, communication and writing skills.
Computer proficiency.
Flexible day/hours, required

EDUCATION :

- Masters Degree/LMSW/LMHC, required.

WORK EXPERIENCES:

- 4 years experience with program management, program startup, implementation and monitoring.
Experience providing SUD and Co-Occurring Disorders treatment services to the MSM population.
Experience using mental health and substance use screening tools.
Familiar with SAMSHA programming and databases

LICENSURE: LCSW/LMSW/LMHC

NY Driver's License

CERTIFICATION:

Employee Signiture _____ **Date**_____

Supervisor Signiture_____ **Date** _____