

## Job Description

**Job Title:** Program Manager

**Department:** Varies

**Grade:** 53

**Reports To:** Chief Executive Officer

**Classification:** Exempt, Full Time

**Summary:** Responsible for the supervision, planning, coordinating and facilitating of safe and inclusive activities in community settings, including client homes and SPBHS campus buildings.

### Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the following essential functions:

1. Oversight and management of an SPBHS Service Program.
2. Monitor program operations including budgetary/financial issues, staff scheduling, service outcomes, billable hours and personnel issues in program.
3. Manage diverse funding streams including State of Alaska Grants, Federal Grants, Medicaid, and Medicare.
4. Participation on SPBHS Leadership Team to set goals, set policy, review agency systems, and provide feedback/input on direction and strategy.
5. Coach and coordinate the teaching of skills necessary to support staff in providing service to clients on a range of topics related to client goals established in support plans/treatment plans.
6. Develop relationships with programs outside the agency that link clients to community opportunities and resources.
7. In conjunction with the COO, manage the utilization of the physical environment including scheduling rooms, reviewing work orders, ordering supplies, and coordinating emergency drills.
8. Engage clients and establish trusting, collaborative relationships directed toward the goal of strength-based learning opportunities.
9. Assist clients in obtaining information about opportunities in the greater community that promote independence and develop natural supports.
10. Maintain a transparent and predictable schedule of activities for clients using varied communication and comprehension styles.
11. Encourage client participation in self-governance and decisions that affect their well-being.
12. Promote a positive atmosphere based on mutual support, respect, consideration and dignity in an inclusive drug-free and alcohol-free environment.
13. Mentor, coach, and model the engagement of clients using people first language, and trauma informed care.
14. Responsible for developing an environment where staff and clients recognize that they each contribute to creating an inclusive, safe, secure, and recovery oriented environment.
15. Cooperatively manage agency resources with other programs, including but not limited to supplies, staff, vehicles, and buildings and assist staff in accessing those resources.

### Competencies:

1. Working with others
2. Contributes to assessing strengths & needs
3. Planning services

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4. Providing services
5. Linking to resources
6. Advocating
7. Individualizing care
8. Documenting
9. Behaving professionally & ethically
10. Developing professionally

**Supervisory Responsibility:** Directly supervises staff that may include Case Managers, Service/Community Navigators, and/or Direct Service Professionals within the program.

**Work Environment:**

This position operates in a professional office environment and in the community. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands:**

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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is regularly required to stand; walk; sit; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The employee frequently lifts or moves objects weighing up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. This position has mostly an inside work environment and occasional outside work with exposure to weather conditions.

**Position Type and Expected Hours of Work:**

This is a full-time position. Expected work hours are 40 hours per week, generally Monday through Friday, but days are flexible based on program need. On occasion, duties may require work to be performed after normal business hours, to include evenings, nights, holidays and/or weekends, to support emergency services or individual client needs.

**Travel:** Limited travel is expected for this position within the SPBHS service area.

**Required Education and Experience:**

1. Bachelor's degree or equivalent education, training, or experience in human services, psychology, counseling, social work or related field.
2. Education and/or experience that demonstrates the ability to be creative, inclusive, and motivational with others.
3. Three years' experience working with people experiencing mental illness and developmental disabilities.
4. Three years' experience in completing tasks requiring attention to detail and adherence to policies and procedures.
5. Experience attaining project results, building relationships, solving problems, managing conflict, communicating effectively, and demonstrating outstanding customer service.

**Preferred Education and Experience:**

1. Master's degree or equivalent education, training, or experience in human services, psychology, counseling, social work or related field.

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**Additional Eligibility Qualifications:**

1. Valid Alaska Driver's License with a clean driving record.
2. Must pass State of Alaska Background Check (fingerprinting).

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.