

Our Mission: To Inspire Children, Empower Families and Build Stronger Communities

## Behavioral Health Clinical Program Manager

**POSITION SUMMARY:** The clinical program manager will work within the vision, mission, and philosophy of the Kidango in managing and supervising the Alameda County Behavioral Health EPSDT program. The clinical program manager hires, develops, trains, manages, and retains clinical program staff and a clinical team(s) to ensure customer satisfaction and culturally competent service delivery. The Clinical Program manager also provides fiscal stewardship of the team and acts as a bridge in maintaining the supervision of excellent clinical services as well as meeting program productivity and revenue expectations.

### POSITION OVERVIEW:

- Employment Type: Full time/Exempt
- Salary:
- Location: Behavioral Health Alameda County
- Job Category: Administration
- Reports to: Director of Behavioral Health
- Supervises: None

### PRIMARY RESPONSIBILITIES:

- Ensures effective coordination of services for children ages 0-6 and their families with other providers, both internal and external, by supporting the development of constructive relationships and problem-solving barriers.
- Ensures the clinical supervision, individual and group for all direct service staff.
- Develops, interprets and ensures consistent implementation of clinical program philosophy, objectives, standards, policies, procedures and practices.
- Analyzes and integrates the use of outcome data to improve clinical service delivery within assigned team.
- Initiates and participates in organizational quality improvement efforts. Lead and/or delegate work groups to respond to program development needs.
- Ensures compliance with all policy and procedures including adherence to all licensing, quality, Information Technology (IT), Human Resources (HR), compliance and regulatory standards.
- Proactively identifies potential conflicts; leads parties to consensus and develops same skills in direct reports.
- Manages to ensure fiscally viable programming.
- Ensures staff billable productivity and other revenue related activities meet or exceed revenue forecasts.
- Ensures effective quality clinical services delivery for children and families.
- Provides effective crisis and risk prevention and management.
- Partners with county referring departments, agencies and the community to ensure comprehensive care and processing of referrals.
- Participates in staff development; hires, coaches, mentors, supervises, conducts direct field observations, trains, disciplines, and terminates.
- Ensures clinical documentation and quality assurance meets both agency and EPSDT standards, ensuring audit ready charts and continuous quality improvement.
- Manages day-to-day operations including utilization of all administrative electronic systems, human, and other resources.
- Works collaboratively with managerial peers to develop and improve program delivery and ensure adherence to fiscal requirements.
- Attend all required Alameda County clinical workgroups and meetings in the context of EPSDT client services.

- Other duties as assigned by Director of Behavioral Health

### CORE COMPETENCIES

- Skilled at social emotional relationships with staff, families, children and the community.
- Works as a member of the agency management team by promoting the mission and philosophy of the agency.
- Excellent leadership skills to enhance staff's clinical strengths and areas of growth.
- Ability to work effectively with a diverse group of people.
- Provides excellent customer service to all staff, clients, and contacts of agency.
- Advocates on behalf of all children, families, and staff of agency.
- Maintains confidentiality of children, families and staff.
- Participates in activities that further professional growth of self and staff.
- Strong oral, written communication skills with the ability to communicate effectively with people from a wide range of backgrounds.
- Strong computer skills.
- Position requires ability to work independently, organize tasks, problem-solve, make decisions, and handle multiple priorities.
- Must be willing to travel to and from various service sites as needed.
- Ability to complete work and articulate provider concerns in a timely and concise manner.
- Ability to provide individual and group reflective practice supervision.
- Ability to work collaboratively with Director, and other members of management team.
- All other duties as assigned by the Director.

### POSITION QUALIFICATIONS/REQUIREMENTS:

- Master's or Doctorate Degree in psychology, social work or related field.
- Licensed MFT, LSCW, PhD, PsyD or License Eligible
- 2+ years in the field of social services, preferred.
- 2+ years in the field of infant and early childhood mental health/child development, preferred.
- Training working with 0-6 years old children.
- Experience with multi-cultural communities.
- Familiar with principles of early childhood mental health assessment and infant/child development
- Self-motivated; ability to work both semi-independently and in cooperation with others.
- Strong case management skills, intake & assessment skills, cultural competency.
- Effective and strong communication skills.
- Knowledge of early childhood development, mental health and attachment.

### COMPANY WIDE JOB REQUIREMENTS:

- Must pass a health screening and TB test
- Must pass background fingerprint clearance
- Valid Driver License
- Must be 18 years or older

### ADMINISTRATIVE WIDE DEMANDS:

Job duties will be performed in an office environment and the physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job.

- This is largely a sedentary role; however the need for some walking and standing will be required
- The ability to lift up to 20lbs may be needed during some job duties
- The employee will be required to use hands for computer work, answering phones calls...etc.

**\*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions**

**Equal Opportunity Employer/Drug Free Workplace**

HOW TO APPLY: To apply for this position please complete an application at <http://www.kidango.org/Careers>

You may submit your resume along with an application. Please note that you are not considered an applicant until you have completed an application for employment.