



JOB DESCRIPTION

Position:	Program Manager
Job#:	HWAC07311701
Program/Department:	Greater HOPE FSP / Health and Wellness AC
Status:	Full-Time / Exempt
Supervisor(s):	Director of Health and Wellness
Location(s):	Hayward Office, Serving Southern Alameda County

Agency Background:

Abode Services is a community based organization founded in 1988. Services include support services to families as well as adults without children. The mission of Abode Services is to end homelessness by assisting low-income un-housed people to secure stable, supportive housing and to be advocates for the removal of the causes of homelessness. The agency provides services throughout Alameda County.

Program Summary:

Greater HOPE FSP program serves 75-85 adults, who have been diagnosed with serious mental illness utilizing the Assertive Community Treatment model. Participants receive intensive case management, harm reduction strategies, employment and psychiatric services, as well as housing search/stabilization support. The Greater HOPE FSP team consists of a Program Manager/Team Lead, Clinical Supervisor/Team Lead, Mental Health Clinicians, Personal Service Coordinators, Peer Specialist, Harm Reduction Specialist, and Employment Specialist, Housing Specialist, administrative support specialist and a psychiatrist. These services will be mobile and will be able to go to where the client is located (mobile clinic, in-home, in community etc.). Each participant entering the Greater HOPE FSP program is assigned a Service Coordinator, who will provide wrap-around services to help ensure success. Additional support will come from the team whose members will have a full range of specialties. Services are voluntary, intensive (caseloads of 8-12 people), and provide 24/7 crisis access to participants. The Wellness and Recovery principles and practices will be used as the model for care. The Greater HOPE FSP program is committed to “doing whatever it takes” and utilizing the creativity of an integrated service team.

Responsibilities:

- Provide leadership and supervision necessary to coordinate multi-disciplinary integrated service team.
- Coordinate trainings, schedules, caseloads, vacations, 24-hour rotation of emergency cell phone, etc. as part of administration of the program
- Provide support to staff when dealing with client crisis.
- Assist in developing materials, assessment tools, job descriptions, and other program processes/documents/tools.
- Ensure contract compliance and assist with reporting outcomes to funders.
- Maintain a case load of 2-4 participants. Provide wrap around case management services to individuals who have been diagnosed with a mental illness residing in permanent supportive housing. Collaboratively work with clients to develop their Wellness and Recovery plans. Utilize motivational interviewing techniques to explore participants’ substance abuse and encourage reduction and/or support to move towards abstinence.
- Maintain thorough and concise case notes. Submit logs and case notes into billing system.
- Work with Billing Coordinator and support staff to oversee Medi-Cal billing to ensure that processes set forth by ACBHCS, DMH, and Medi-Cal is followed.
- Facilitate daily case conferencing meetings. Assist in coaching staff and in ongoing educational efforts.
- Develop and maintain professional relationships with other mental health and social service agencies.
- Assist in developing policy and procedures, services delivery, and other aspects of program.
- Provide outreach and engagement to clients, community agencies, and receive referral both over the phone and walk-ins. Complete initial assessment and referral assessment to enroll new participants in the program.
- Ensure that all members of the Greater HOPE FSP are meeting the goals as set-forth program contracts.

- Provide 24-hour on call crisis intervention coverage.
- Perform other duties as assigned by Supervisor.

Qualifications (Minimum):

- MFT/LCSW preferred. MA/MS degree in Psychology, Human Services, Social Work, Sociology or related field required.
- Must have a working knowledge of Psychiatric Disorders and a minimum 2 years of field experience working with people with co-occurring disorders and who have a history of homelessness.
- Must have at least 2 years of experience providing program coordination and staff supervision. Experience working in an Assertive Community Treatment program or Full Service Partnership program a plus.
- Must possess knowledge and experience with clinical documentation used to bill services to Medi-cal. Experience providing coaching and training to others billing Medi-cal a plus.
- Knowledge and ability to implement the following evidence-based models; Psychosocial Rehabilitation, Harm Reduction, Housing First, and Motivational Interviewing.
- Ability to build supportive and respectful working relationships with participants diagnosed with a serious mental illness that instills hope and promotes self-determination using a strengths-based approach. Sensitivity to and understanding of the special needs of the homeless.
- Excellent verbal and written communication skills. Strong organizational and time management skills.
- Understanding and practice of culturally sensitive components of direct service delivery through open dialogs and self-exploration with diverse group.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Ability to work flexible hours, including some weekends and evenings. Ability to provide support to clinicians after hours and on the weekends who are carrying the afterhour's emergency phone.
- Reliable transportation along with a valid, current CA Driver's License, active auto insurance and clear DMV record is required.
- Bi lingual speaking a plus.

Physical Demands:

- While performing this job, the employee is regularly required to walk; sit; use hands to handle objects, operate keyboards, tools, or controls; talk and hear.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Opportunity Employer - all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

Drug Free Workplace

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at any time with or without notice.