



## Program Director II

*For 50 years, Buckelew Programs has been committed to the mission of providing mental health and addiction services that promote recovery, resilience and hope. The agency provides numerous essential community services throughout Marin, Sonoma and Napa counties ranging from supported housing and job training for people with mental illness to outpatient psychotherapy and other support for children, adults and families, as well as residential detoxification services, and a regional suicide prevention program and crisis hotline.*

The Program Director II is responsible for both the general oversight and day-to-day operations of the assigned program(s). The Program Director will manage the program in accordance with relevant licensing regulations, accrediting agency requirements, Buckelew Programs (BP) policies, procedures and practices while ensuring that each of the services provided fulfills all contractual obligations. The Program Director is responsible for ensuring that the activities of the staff consistently support the mission and objectives of BP by maintaining the privacy and confidentiality of information, protecting the assets of the organization and acting with ethics and integrity. In addition to overseeing daily operations, the Program Director is responsible for program development across the continuum of services provided. The Program Director serves on the Leadership Team of BP.

This is a newly formed position to support agency growth in our northern region. Initial assigned programs will include housing programs in Napa County as well as our Family Service Coordination, early psychosis intervention and homeless programs in Sonoma County.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Administrative**

- Oversees all aspects of operations of assigned program(s) to include planning, growth, staffing and program development. This includes developing annual program goals, objectives and activities as well as exploring trends and considering potential new business plans in response to changing healthcare environment in consultation with and under the direction of the assigned senior manager.
- Work with financial staff to prepare budgets within assigned program(s), monitor revenue and expense to operate within budgets assuring that financial procedures and controls are adhered to by program staff. Approves program expenditures in line with budgets in accordance with authorized authority.
- Work with Administrative and Operations staff to ensure that administrative procedures are being adhered to.

#### **Staff Management**

- Hire, orient, supervise, train, provide consultation to, and evaluate supervisors, professional and non-professional staff, and volunteers in accordance with agency policy and procedures.
- Ensure that staff conducts appropriate client assessments, develop appropriate client treatment and termination of service plans, and make appropriate referrals.
- Manage the program intake procedures and assignment of cases.
- Oversee response to records requests and subpoenas in collaboration with Quality and Compliance staff.
- Work with Human Resources to ensure that administrative procedures are being adhered to.

#### **Program Quality and Compliance**

- Assure all services meet the highest standards of care while adhering to documentation requirements, maximizing the use of evidence based and best practice treatment models and/or industry standard practices. Ensure that services are designed and delivered in a manner that facilitates progress toward identifiable client goals while maintaining a reasonable degree of client satisfaction.
- Ensure that all legal, regulatory, and contractual requirements applicable to the program are adhered to and/or delivered, including compliance with program certifications as required (e.g., CARF, MediCal Regulations, HUD, etc.) and all licensing requirements.

- Oversee quality assurance activities in collaboration with the Quality and Compliance Department. Evaluate progress towards meeting program objectives and prepare regular data and outcome reports.

### **Business Development**

- Collaborate inside and outside the agency with partners to maintain current business and develop expanded or additional business opportunities. Responsible for expanding the work currently being done / pursuing new income opportunities. Work with Senior Management in public and private contract development, management and oversight. Design and monitor program functioning, modifying or expanding services as indicated by monitoring, business development, and organizational mission and values.

### **Community Outreach and Engagement**

- Establish and maintain positive relationships with directors of similar services in communities served by BP.
- Network with community leaders, public and private officials, and represent programs at community events, including speaking engagements and providing professional development presentations.
- Work with Development Department to maximize fundraising income and assist with preparation of grant proposals and reports, and helps shape marketing and communications plans and strategies.
- Promote community relations by attending appropriate meetings and disseminating information about the programs to the general public, other helping agencies, professionals and the media.

### **QUALIFICATIONS:**

**Education and Experience:** A Master's Degree in psychology, social work, or related field, or equivalent. A licensed practitioner of the healing arts preferred. Three or more years' experience in a mental health agency, with at least two years of providing direct service, two years in an administrative or supervisory capacity, and two years in a residential treatment setting and/or an assisted independent living program (for positions in residential and housing programs only). Experience with people with mental illness and substance abuse issues is preferred.

**Professional:** Must be fluent in English; bilingual English/Spanish preferred. Ability to work in an independent, organized, calm and reassuring manner using good boundaries and good judgment; to be reliable, dependable and flexible; and to accept supervision, suggestions and feedback. Must have interest in working with persons with a behavioral health disability. Ability to work within all the rules, regulations, and policies that govern agency compliance. Organized, responsible, professional, able to work on many projects simultaneously, to be flexible, empathic and able to relate to clients, other professionals, and the general community. Skills MS Office (including Excel, Word and Outlook) at not less than an intermediate level. Familiarity with working with an Electronic Health Record system. Must have excellent oral and written skills, and the ability to communicate with both internal and external contacts. Must be a positive team player. Must have and maintain a valid California driver's license with an insurable driving record and insured personal car to use on the job. Must be able to pass Livescan fingerprinting background check (for some programs).

**Physical Requirements:** Physically capable of the following intermittent activities: listening, talking, seeing, stretching, bending, kneeling, twisting, squatting, reaching above and below the shoulder, pushing, pulling, grasping and lifting up to 25 pounds in weight. Physically capable of the following extended activities: driving, writing, standing, typing, and sitting.

**SCHEDULE:** 40 hours weekly or as required to achieve job responsibilities; some evening and weekend work may be required

**PAY:** \$80,000 - \$90,000 annually

**BENEFITS:** Employer-paid medical, dental and vision insurance, life and long term disability insurance, flexible spending accounts for medical, dependent care and transit costs, retirement savings plan, employee assistance plan and up to 6 weeks of paid time off.

**APPLY:** <https://bucklew.org/get-involved/career-opportunities/>

AA/EOE