

**Contra Costa Youth Service Bureau  
Program Manager/Clinician**

**Pay range for full-time position: \$79,000 to \$95,000 depending on qualifications**

**Opportunity**

The Contra Costa Youth Service Bureau (Bureau) seeks an engaging and passionate full-time Program Manager/Clinician to provide general program management and lead a team of skilled clinicians, ensuring quality service delivery and compliance.

**The Agency and the Position**

The Bureau is a community-based non-profit organization in the western region of Contra Costa County that has provided quality programs to aid eligible children, youth, and families since 1984. Our services focus on helping a wide spectrum of needs from aiding children with mental health disabilities to youth transitioning out of probation. We give community-focused care for juveniles who have suffered all types of disadvantages. Our goal is to help them maintain stability and grow. As a family service provider, we have been on the cutting edge of service delivery to unidentified and underserved populations since our inception.

The Program Manager will report to the Clinical Director and have responsibility for providing program support and oversight to all Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/Medi-Cal funded programs.

**Ideal Candidate**

The ideal candidate is a self-starter who is committed to improving services for youth within Contra Costa County. The Bureau is looking for a candidate who:

- Has experience with programming for underserved populations.
- Exhibits community leadership.
- Is a strong multi-tasker.
- Demonstrates excellence in public speaking, developing presentations, and facilitating groups with diverse backgrounds and literacy levels in English and Spanish.
- Is a proven team player with excellent interpersonal skills to develop community networks.
- Has experience managing projects and leading engagement activities, creating education materials in English and Spanish, and developing education programs in a community health setting.
- Has both clinical and program supervision experience.
- Has demonstrated capacity leading diverse and multi-disciplinary teams toward a common goal.
- Has a passion for serving our community.
- Constantly challenges the status quo and looks for opportunities for continuous quality improvement.
- Is proficient in English and Spanish.

Additionally, the ideal candidate will have the knowledge and core competencies described below.

**Knowledge of:**

- The systems that serve high-risk Serious Emotional Disabilities (SED) youth and their families.
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/Medi-Cal documentation and policies.
- The Diagnostic and Statistical Manual (DSM-V) as it relates to children, youth, and their family systems.
- The Wraparound model.
- Trauma reduction services and attachment issues.
- Crisis intervention.
- Complex family systems and needs.
- Various related federal, state, and local laws.
- Computer applications at a basic level.

**Ability to:**

- Identify appropriate treatment modalities for families.
- Gather and maintain information about community resources to address the needs of families.
- Maintain strong clinical documentation skills.
- Attend interagency trainings and meetings.
- Work collaboratively with multiple system partners and other providers.
- Respond to crisis situations.
- Be available by phone after business hours to support staff on the warm line when consultation is needed.

**Core Competencies:**

- Customer orientation, which includes demonstrating concern for satisfying one's external and/or internal customers.
- Building collaborative relationships, which includes, developing, maintaining, and strengthening partnerships with others.
- Ethical behavior, which includes making ethical decisions by applying relevant laws and regulations and codes of ethics appropriately, demonstrating professional demeanor, and using reflection and self-regulation to manage personal values.
- Awareness of diversity, which includes applying self-awareness and self-regulation to manage the influence of personal biases and values in working with diverse clients and constituencies.
- Human rights focus, which includes recognizing strategies to promote human and civil rights, represent and support vulnerable populations and develop strategies to bring about positive change for the disenfranchised.
- Ability to apply knowledge of human behavior and the social environment, which includes utilizing conceptual frameworks to guide the processes of assessment, intervention and evaluation.
- Interpersonal sensitivity, which includes fair treatment of all persons.
- Analytical and problem-solving ability, which includes using vision, strategy, and innovation to deal with change and advance service delivery effectiveness.
- Oral communication, which includes person to person and presentations before large groups.
- Written communication, which includes daily correspondence, preparing reports of various sizes, and presentations.
- Planning and organization, which includes using vision, strategy, and innovation to maximize resources.

- Management control/supervision, which includes making excellent hiring choices, developing staff professionalism, growth and competency, and giving honest and fair evaluations.
- Flexibility, which includes working effectively with change.

### **Examples of Duties**

NOTE: The following are the duties performed by employees in this position. However, employees may perform other related duties at an equivalent level.

1. Under general direction of the Clinical Director, provides leadership to staff and manages the day-to-day operations of the program, ensuring that clients receive the highest quality of care and that staff are properly trained and oriented to their jobs.
2. Manages recruitment, selection, hiring, orientation, training, and performance of assigned staff.
3. Develops service plans.
4. Provides support in cosigning Wraparound documentation including billing notes.
5. Ensures all programmatic responsibilities are met, including completing reports to funders, working with the data collection staff, cosigning EPSDT Medi-Cal progress notes and case consulting.
6. Ensures that the intake process is timely and effective.
7. Oversees the development of client treatment plans and other charting documentation, including initial assessments, admission and discharge summaries, and progress notes.
8. Ensures that Medi-Cal documentation meets the requirements of all applicable standards and regulations and are properly maintained, stored, and kept confidential. Schedules and performs regular chart audits.
9. Produces and analyzes program data and makes any needed changes in service delivery.
10. Provides support in treatment design and implementation.
11. Conducts mental health assessments and diagnosis.
12. Conducts case conferences, reviews cases, and resolves client issues.
13. Attends and participates in training events as assigned.
14. Manages a small caseload, provides case management interventions, and manages caseload in the absence of the Case Manager.
15. Performs other related duties, responsibilities and special projects as assigned.

### **Minimum Qualifications**

- Ideally, the equivalent of two years of experience in children's mental health and experience working with families in community-based agencies, and
- Possession of a master's degree in Social work, psychology, criminal justice, counseling or other related human service areas from an accredited college or university, and/or
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- California licensure as a Licensed Clinical Social Worker (LCSW) or Marriage and Family Therapist (LMFT) with the California Board of Behavioral Sciences (BBS). Must be in good standing.
- Experience working with SED youth.
- Excellent problem-solving, analytical, and organizational skills.
- Ability to work in a diverse environment as part of a team.
- Valid California driver's license, reliable transportation, and proof of personal vehicle insurance coverage. DMV printout is required.
- Bilingual in English/Spanish.

If this describes you, please apply today!

**How to Apply**

Apply by June 30, 2021 for first consideration by emailing your resume to Michelle New at [mnew@managementpartners.com](mailto:mnew@managementpartners.com).

**Benefits**

Full comprehensive benefits package including medical, dental, retirement, sick pay, vacation and holiday.

**COVID-19 Considerations**

We are safely and successfully working out in the community and in-home settings.