



Counseling Program Manager Job Announcement

JOB TITLE: Program Manager
PROGRAM: Counseling Services
SUPERVISED BY: Director of Finance and Operations
EMPLOYMENT STATUS: Full-time, permanent, exempt
SALARY: DOE

BASIC RESPONSIBILITIES:

Under the supervision of the Director of Finance and Operations, the Counseling Services Program Manager supervises the members of the counseling team and manages all program functions. This includes expanding services to other sites, integrating services with other programs, maintaining and developing collaborative relationships with community partners, and evaluating program and outcomes.

GENERAL EXPECTATIONS:

- Support and comply with the values, policies, and practices of Atlantic Street Center.
- Work as part of the Management Team, Counseling Services Team and agency teams.
- Abide by the agency's confidentiality policies.
- Strong focus on integrating counseling services into other ASC programs.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Provide active leadership to the Counseling Team through clinical supervision and reviews, consultation, training and support in accordance with agency values and guidelines.
2. Ensure that program goals (clinical, financial, personnel, professional development, training) are met in accordance with established program policies and procedures, agency expectations, funding rules, and state law.
3. Closely work with other ASC programs to integrate services across program boundaries and maximize benefits for all clients and participants.
4. Actively evaluate overall program performance on a regular and ongoing basis and use collected information to make needed improvements.
5. Actively pursue, develop and/or participate in new initiatives to expand programs and services in response to identified needs in the community and mission goals of the agency.
6. Comply with and enforce agency administrative procedures and policies to assure efficiency and reduce delay and complications.
7. As part of the clinical care team conduct and organize 10 staff trainings and in-services in accordance with WAC requirements and agency expectations
8. Actively monitor staff members' professional development in accordance with agency expectations and government rules.
9. Actively participate in the hiring and orientation process of new staff members.
10. Conduct semi-annual performance evaluations for all staff members.
11. Actively monitor compliance in accordance with contract requirements and agency procedures.
12. Actively participate in the development of program budgets and monitor program performance according to set budget guidelines.
13. Actively monitor accuracy and completeness of data in all ASC databases in accordance with agency rules and expectations.
14. Produce program performance reports and invoices in accordance with agency rules and contract requirements.

15. Actively promote ASC and our programs with our community partners to assure maximum cooperation, high quality services, contract compliance and further program development.
16. Attend all required meetings both at ASC (All-staff, Program Coordinators, Counseling Team, Management meetings, City of Seattle, King County and other relevant meetings as needed.
17. Other duties as assigned by supervisor

Minimum Qualifications:

EDUCATION: Masters Degree in one of the Mental Health/Social Services sciences and status of a Mental Health Professional (MHP), Child Mental Health Specialist, and Ethnic Minority Mental Health Specialist is required. Licensure as LMHS, LMFT, LCSW is preferred.
Continuous education required in accordance with WAC and agency policies.

EXPERIENCE: A minimum of five years experience of providing services to populations similar to those served by ASC and at least three years post-MHP supervisory and program management experience required.

SPECIAL KNOWLEDGE, SKILLS, AND ABILITIES:

- Solid understanding of issues and dynamics, as they relate to the population served by ASC
- Strong clinical skills and knowledge base of clinical care standards in the treatment of adults, children, and families
- Strong knowledge of the dynamics in multi-problematic families (abuse, neglect, domestic violence, chemical dependency), the effects on its members, and effective treatment methods
- Strong knowledge of WAC requirements and PHP procedures
- Strong knowledge of software programs used in the agency (ETO, Word, Excel, and Outlook)
- Strong knowledge of community resources in the greater Seattle Metropolitan area.
- Knowledge of and experience with managed care systems
- Strong degree of accountability and dependability
- Strong attention to detail, follow-up and timely completion of assigned tasks
- Strong organizational skills managing complex tasks associated with providing services under multiple contracts with different expectations, requirements, and outcomes
- Solid communication (written and oral), collaboration and intervention skills
- A sense of humor and a positive attitude that permeates stress and adversity
- Demonstrated ability to provide and direct effective clinical services
- Demonstrated ability to motivate direct service providers towards excellence in their work
- Demonstrated ability to develop skill level and competence of direct service providers
- Demonstrated ability to work effectively independently and as part of a team
- Demonstrated ability to complete multiple tasks on time with minimal supervision
- Demonstrated ability to work successfully under pressure and a temporary increase in work load
- Demonstrated ability to effectively and respectfully resolve conflicts
- Demonstrated ability to work successfully in a multi-cultural/multi-ethnic environment
- Demonstrated ability to maintain effective working relationships with staff, participants, volunteers, collaborators, and the general public
- Demonstrated ability to perform work in a professional manner and in compliance with professional and ethical boundaries set forth in the WAC and the standards of recognized professional organizations

WORKING CONDITIONS:

- Position requires driving your own vehicle
- Valid WA state driver license and car insurance is required per state law
- Must be able to access clients at all locations served by ASC and places frequented by clients
- Driving time should not exceed 15-25% of work week

TO APPLY: Qualified candidates should submit a resume and cover letter that clearly states how you meet or exceed the minimum qualifications.

Submit materials by mail, fax, or e-mail to:

Human Resources
Atlantic Street Center
2103 South Atlantic Street
Seattle, WA 98144
Fax (206) 329-2171
jobs@atlanticstreet.org

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