

**SUNNY HILLS SERVICES**  
**Job Description**

**POSITION TITLE:** Program Director, Mental Health Services Sonoma and Napa Counties

**REPORTS TO:** Executive Director, Sonoma and Napa Counties

**LOCATION:** Santa Rosa, California

**WORKS WITH:** Agency leadership team and staff, clients and families, Sonoma County Behavioral Health Division, Juvenile Probation Department, Superior Courts, community partners

**STATUS:** Full-time; exempt

**POSITIONS SUPERVISED:** Clinicians, Youth Specialists, and Peer Advocate

**JOB SUMMARY:**

The Program Director provides program leadership and is responsible for the quality and integrity of service delivery and client outcomes, financial accountability for program budget, hiring and supervision of program staff, contract oversight, and compliance with external and internal policies, practices and procedures. The programs under the responsibility of this position include ReFocus (formerly ACT and PRIDE programs), TBS services in Sonoma, Marin and Napa Counties, FASST, and Pathways.

**ESSENTIAL DUTIES / RESPONSIBILITIES / EXPECTATIONS**

**Program Leadership**

- In collaboration with the Executive Director and Agency leadership, develop and implement concrete plans and initiatives to support the Agency's strategic and regional goals.
- Develop and maintain relationships with key county staff who contract for services and/or refer clients, and with community leaders to build collaborative partnerships that support Agency programs and community goals.
- Represent the program and Agency to service groups and provider communities, and support Agency fundraising initiatives in the region.

**Service Delivery and Client Outcomes**

- Ensure that delivery of services for all care, treatment and services are consistent with the Agency's policies, practices and procedures, are conducted with fidelity to relevant evidence-based practices, and in accordance with The Joint Commission accreditation standards. Ensure fidelity to multi-systemic wraparound principles, practices, and orientation. Provide leadership in setting service delivery standards, monitor performance and support staff in meeting standards to meet client needs, contractual requirements and budget goals.
- Collaborate with contract and community partners to ensure that client referrals and admissions/intake meet contract standards and program goals, and resolve impediments to timely client access and services.
- Ensure that relevant outcomes data are collected and evaluated, including timely reporting for the Line of Sight meetings and process.

- Support on-going QA/QI process and pro-actively develop and monitor performance improvement initiatives.

#### **Financial Management and Accountability**

- In collaboration with the Executive Director, contribute to the development of the annual operating budget for the program, providing input on service levels and staffing requirements necessary to achieve operating and financial goals.
- Understand key drivers of financial performance for the program, and manage revenue generation, staffing and operating expenses to meet or exceed budget.
- Ensure that intake processes are thorough, and ensure that client eligibility for funding is verified at intake and on an on-going basis, depending on funding source requirements.
- Ensure that billing documentation from staff is complete, accurate and timely.

#### **Staff Management**

- Hire qualified staff, manage, and if needed, terminate staff in line with Agency practices and procedures.
- Meet with direct reports in team meetings and individually on a regular basis, to provide Agency policy, practice, procedures and program updates, to review performance goals, service delivery standards and other performance metrics, provide and document regular coaching and mentoring, and conduct annual performance appraisals.
- Oversee onboarding and annual training plans for each direct report to strengthen staff competencies and meet regulatory and contractual requirements, in coordination with human resources and utilizing the Relias Learning Management System.
- Ensure that clinical staff is fully competent in documentation standards and use of TIER.
- Provide clinical supervision including review of notes and assessments (individual and group) to AMFT/ASW interns for all program staff who require hours for licensure.

#### **Administration, Contracts and Compliance**

- Participate in Line of Sight, Clinical Managers, and Leadership Forum committees.
- With Executive Director, participate in contract negotiation and oversight, including monitoring referrals, performance milestones and timelines and other Agency deliverables to ensure compliance.
- Coordinate County, Medi-Cal and program-related audits and reporting including County quarterly reports, bi-annual surveys and annual Medi-Cal reports. Ensure corrective action follow up.
- Ensure program and staff adherence to all agency policies, practices and procedures, including those associated with service documentation, billing, payroll documentation, and expense reimbursements.

*The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and expectations required of the position.*

### **AGENCY-WIDE CORE COMPETENCIES**

#### **Ethical Conduct**

Understands and adheres to the Agency's Code of Conduct, demonstrates a high level of integrity in all internal and external activities and complies with the Employee Handbook and all other Agency policies, practices and procedures. Must maintain strict confidentiality related to client, staff, donor and other Agency information

**Intercultural Competence**

Has the desire and ability to support an inclusive environment with respect to all clients, staff and stakeholders, and to respect and adapt behavior to cultural differences and commonalities in values, expectations, beliefs and practices.

**Leadership**

Able to inspire, influence and motivate others, and has a strong sense of the Agency's mission, vision and strategic goals. Accepts the responsibility of leadership and is willing to thoughtfully challenge the status quo and take measured risks. Takes initiative to develop new programs, funding and processes to ensure sustainability. Pro-actively contributes to staff well-being. Speaks clearly and persuasively in group settings.

**Technology**

Able to use technology to complete work assignments efficiently, including, as necessary, proficiency in the use of personal computers and mobile devices, email, the Internet and web-based programs. As required for the job, is skilled in use of Microsoft Office products (e.g. Outlook email and calendar, Word, Excel, PowerPoint) and other software tools.

**Personal and Interpersonal Skills**

Able to interact well with clients, co-workers and other stakeholders, and to maintain effective working relationships. Adaptable to changing circumstances and is sensitive to needs and reactions of others. Maintains composure in internal and external interactions and situations. Able to handle personal and work-related stress.

**Organizational Management**

Able to delegate, set goals, motivate and effectively manage staff performance to achieve Agency goals and outcomes. Effectively communicates and manages organizational change processes. Strong team leader, and able to develop project plans and communicate goals and objectives to team. Able to build commitment, problem-solve, overcome resistance and resolve conflict. Exhibits strong strategic, operational and decision-making skills.

**POSITION SPECIFIC COMPETENCIES****Program and Clinical**

- Excellent understanding of the treatment, staffing, documentation and regulatory requirements for Medi-Cal EPSDT services
- Knowledge and specific experience with therapeutic modalities suitable for youth and their families  
In depth knowledge and experience with trauma-informed care
- Broad general knowledge of the child welfare system and youth mental/behavioral health fields
- Knowledge of regulatory requirements for child welfare and mental/behavioral health providers
- Ability to view families, both biological and chosen, as resources and support systems for youth, and commitment to involve families in services

**QUALIFICATIONS**

- CA LCSW, LMFT or Licensed Psychologist with 5 or more years' experience practicing in the field with youth served by the mental health, probation or foster care systems, and/or with trauma-impacted youth – LCSW preferred

- Currently qualified to supervise clinical staff, with at least 1 year experience as a clinical supervisor for comparable clinical services
- At least 2 years demonstrated success in managing clinical staff in a comparable program or services area
- Fingerprint clearance by CA DOJ and FBI, and any other mandated entity
- A valid California driver's license, personal automobile for use on the job, insurable by SHS' insurance policy based on DMV record and personal vehicle insurance.

#### **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Sitting for extended periods of time.
- Walking, standing, twisting and bending for brief periods of time.
- Occasional reaching and/or grasping using hands and/or arms.
- Regular use of hands requiring dexterity in using the telephone, computer keyboard, mouse or calculator.
- Regularly required to talk and hear in person or by telephone.
- Visual ability to read documents and computer monitor.
- May be required to lift up to 10 pounds.
- May be required to ascend/descend stairs.
- Ability to drive

*Sunny Hills Services is an Equal Opportunity employer and does not discriminate on the basis of age, race, color, religion, sex, sexual orientation, disability, national origin, Vietnam era or other veteran status.*

Employee Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_