



## **Job Description**

### **Program and Clinical Manager**

### **Transitional Living Program**

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The Mountain Center's Transitional Living Program (TLP) supports women with co-occurring disorders who seek support in their recovery. The TLP Program and Clinical Manager supervises all aspects of the program from administrative functions, staff supervision, training and direct services. This position also provides leadership and risk management for the program and works directly with the Executive Director supporting the vision of the TLP program. This position is 40 hours a week with an option for Mondays to be remote work when not needed on site.

**Reports directly to: Executive Director**

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

##### **Program and Clinical Manager**

- Oversees operations and management of TMC's TLP.
- Works with partner agencies with referrals to and from TLP.
- Manages program and staff schedule and coordinates with staff and outside agencies clinical, therapeutic, educational and other wellness services.
- Responsible for co-creating and maintaining a therapeutic and trauma-informed environment for clients and staff.
- Oversees any contract reports, documents, compliance and or audits with contracts (BHSD, NMDOC, etc.).
- Writes grants and leverages funds that support the TLP
- Supports the TMC Clinical Director with audits from Medicaid.
- Oversees TLP compliance with HIPAA 42 CFR Part 2
- Hires and supervises direct care staff as well as any program staff in a management role.
- Enforces and maintains policies, procedures, rights, rules, regulations, guidelines and adherence to and compliance with client service delivery, confidentiality, and ethics.
- Works closely with the Operations Manager and Clinical Director to oversee and support the intake process.
- Oversees medication management systems and coordinates with in-house Prescribing Psychologists.
- Provides and/or coordinates ongoing trainings and education for staff.
- Conducts bi-weekly staff meetings.
- Creates organizational systems that support efficiency and strives for outcomes that provide better care for clients as well as problem solves operational and client issues/grievances.

- Creates, maintains and trains staff in operational policy for TLP as well as TMC policy.
- Professionally represent TMC and TLP to clients, community members, interns, volunteers and staff.
- Attend assigned community outreach events promoting TMC and the TLP
- Demonstrate capacity to effectively market TLP while strategically developing community networks to establish and/or maintain continued support for TLP.
- Oversees and manages program budget and deliverables.
- Fully participates in the future goals of TLP becoming an accredited program.
- Oversees research and evaluation.
- Oversees risk management systems, including on-call system.
- Support on call needs/emergencies including after hours.
- Attends all mandatory Staff Meetings/Trainings as assigned.
- All duties as assigned.

### **Licensed Behavioral Health Provider (the following are as needed and not a primary function of the role)**

- Perform assessments on clients utilizing ASAM levels of care, a biopsychosocial assessment and other evaluation tools as assigned.
- Assist clients in development and implementation of their personalized, individual treatment plans, which address their self-identified co-occurring treatment issues. Client treatment plans will be executed using various treatment techniques and therapeutic counseling skills associated with established national treatment standards for treatment of co-occurring disorders.
- Provide individual, group, and family therapy, psycho-education cognitive/behavioral methods, motivational methods, CRA, or other therapeutic modalities as assigned.
- Prepare and maintain complete case files on all assigned clients, making sure that all required services, forms, and reports are included and complete.
- Record client progress notes that are reflective of the treatment goals and objectives.
- Provides intake/admission services.
- Assists other staff in the management of clients in emergencies according to TMC policies and procedures and in accordance with training.
- Provides and coordinates referral services for clients to other agencies for services not provided by TMC.
- Participates in initial and ongoing training and other EBP's utilized for client service delivery. Maintains fidelity to the EBP's being utilized.
- Participates in bi-weekly clinical supervision with the Clinical Director.

### **Qualifications**

#### **Minimum:**

- Master's level actively licensed in the state of New Mexico as a mental health/substance abuse Counselor or Therapist, LMSW, LCSW, LMHC, LPCC, etc.
- At least two years of leadership experience in a residential behavioral health setting or equivalent
- Experience directly related to the role outlined in duties and responsibilities
- Previous experience with psychological aspects of care
- Excellent knowledge of case management principles
- Knowledge of the following:

- o HCV/HIV/pathogens and infectious disease
  - o Addiction (Substance use and misuse)
  - o CPR/First Aid
- Possesses the mental resolve to deal with complex, highly emotional and/or stressful situations
- Excellent interpersonal skills with the ability to effectively listen and offer solutions without passing judgment
- Ability to be client and mission centered
- Ability to communicate in English, both verbally and in writing
- Ability to work with others in a team and collaboration efforts
- Proficient in Microsoft Office including Word, Outlook, Access and Excel
- Working knowledge of standard office equipment (personal computer/laptop, phone with voicemail, fax, copier, etc.)
- Ability to read and comprehend complex documents; to respond effectively to the most sensitive inquiries or complaints; to prepare correspondence, presentations and articles as may be necessary; and to communicate effectively with staff and clients/participants
- Ability to establish and maintain effective relationships within the community.
- Clear driving record and valid driver's license with solid driving skills due to extensive travel; willing and able to use TMC vehicle for outreach and local travel on TMC business; with valid driver's license and proof of insurance
- Must be able to pass a background and drug screen – No history of child abuse or neglect
- Familiarity with the social, cultural and economic make-up of New Mexico or service area and ability and willingness to work with diverse populations
- Maintain highly confidential information in a professional manner for client information (in accordance with federal HIPAA and 42CFR part 2 regulations) as well as personnel information.

**Preferred:**

- Bilingual: English and Spanish

The position provides 40 hours of work per week/weekends; salary range is \$54,000 - \$62,000 annually dependent on experience and qualifications. Full Time benefit package. The Mountain Center is an Equal Opportunity Employer. Our work centers around LGBTQ+ individuals, people of color, individuals in recovery, people with various diagnoses and abilities, and other marginalized communities. Therefore, we strongly encourage people with these identities to apply. To apply for the position, please complete an application form found at: <https://themountaincenter.org/about/job-opportunities/> AND please email an application and cover letter and resumé. No phone calls, please. Position open until filled.