



## **JOB DESCRIPTION**

**Title:** Program Manager  
**Classification:** Full-Time/Exempt  
**Reports To:** Clinical Director

### **Overview**

POWER's mission is to help women reclaim their lives from the disease of addiction to alcohol and other drugs, and to reduce the incidence of addiction in future generations. We are an agency committed to providing quality gender-responsive, trauma-informed treatment and recovery supportive services to women with substance use and co-occurring disorders.

The Program Manager, who is a member of POWER's Program Leadership Team, provides overall management of the program in a way that reflects gender-responsive and trauma-informed care, and supports POWER's mission, philosophy, policies and procedures, and new initiatives.

### **Essential Duties and Responsibilities**

- Provide program management and oversight of day-to-day activities in a manner that furthers the mission of the organization.
- Work with the Clinical Supervisor & Clinical Director to develop creative quality programming that is gender and culturally sensitive, utilizes evidence-based trauma informed models, and reflects best practices in the fields of addictions and mental health treatment; and help to operationalize the agency's mission, values, and initiatives.
- Provide reports to the Clinical Director regarding major initiatives, personnel issues, budget concerns, and recommendations for program improvement. Use data and outcome information to assess effectiveness of programs and to help guide discussions about program improvements.
- Develop, update, and maintain program specific procedures as needed to support agency policies and initiatives and to enhance program operations. Recommend updates to Agency Program Manual policies and procedures and all other manuals as needed. Ensure program staff has access and understanding of all agency and program specific policies and procedures.
- Supervise and lead program staff in a way that reflects trauma-informed principles. Conduct performance evaluations on supervisees in a timely manner and provide consistent feedback with regard to meeting program objectives and position responsibilities. Use coaching and counseling effectively to help staff meet professional and agency goals.
- Ensure training needs of program staff are met and assist with development of Annual Training Plan that is consistent with regulatory requirements, agency mission and initiatives, and staff's professional goals.
- Ensure that all program activities are being carried out as defined by the agency and help identify barriers and offer solutions for effective implementation of trauma informed program activities. Maintain adequate staffing for program coverage.

- Facilitate team and other staff meetings in a manner that builds team cohesiveness and collaboration.
- Maintain the program at capacity and work with program staff and the Clinical Director to address issues related to utilization.
- Help recruit, screen, interview employment candidates, and make recommendations for hiring staff.
- Monitor maintenance of the facility and equipment and effectively problem solve to address issues in a timely manner to ensure the health and safety of clients and staff, as well as to comply with state, county, and local requirements. Work collaboratively with Maintenance Manager and Facility Director.
- Provide on-site management and supervision on weekend, evening and overnight shifts to ensure program success and staff adherence to policy and procedures. Participate in 24-hour on-call rotation as needed.
- Assist in development of program budget and implement the program within the budget.
- Monitor data collection and submission so as to ensure the transfer of timely and accurate data that can be used for billing and outcomes measurement purposes.
- Develop and maintain collaborative relationships with community organizations and service providers; and work to enhance the effectiveness of intra and interagency relations. Maintain good public relations with all referral sources and the larger health and human service community by serving as an ambassador of all POWER programs and marketing the program as needed through outreach activities.
- Develop, implement, and participate in quality assurance activities to ensure quality of service delivery that reflects best-practices and ensure that all record keeping requirements are met by all staff members in a timely manner.
- Participate in all staff development and training as required.
- Remain knowledgeable about and maintain personal and program compliance with internal and external policies, procedures, regulations, and standards; including, for example, all of POWER's policies and procedures and Quality Assurance Plan, DDAP requirements, State Licensing regulations, County Monitoring requirements, and managed care/insurance regulations. (Includes all laws and regulations related to the confidentiality of D&A clients.)

### **Requirements**

- Master's Degree in Social Work, Counseling, or related field and a minimum of five (5) years of clinical experience in a drug and alcohol or mental health setting, two (2) of which have been in a supervisory capacity, and preferred to have at least one (1) year experience in a licensed treatment facility. LCSW or LPC highly preferred.
- Experience working across multiple systems preferred.
- Strong leadership and organizational skills, and ability to develop effective teams and build consensus.
- Understanding of residential operations; ability to balance clinical supervision with facility/program management.

- Excellent written and verbal communication skills.
- Value and exhibit excellent customer service.
- Good computer skills.
- Valid PA driver's license.
- Self-directed and flexible to meet the needs of administration and management, and ability to manage multiple tasks.
- Understand and support a trauma informed system of care.
- Model and support clients and staff in health and wellness activities and with using healthy coping skills.
- Support organization's mission with a sensitivity of cultural diversity and workplace harmony.
- Ability to secure Act 33 and 34 clearances.

**Working Conditions**

- Ability to work flexible and non-traditional hours as needed to provide coverage in crisis situations, and to work the hours necessary to complete the work.
- Ability to climb stairs and to lift light boxes of office supplies.

**Disclaimer**

- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to do this job at any time.
- This job description reflects management's assignment of essential functions; it does not restrict or prescribe the tasks that may be assigned.
- Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodation or other reasons.

***POWER is an equal opportunity employer and provider***

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

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

Supervisor Signature: \_\_\_\_\_

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