



has an Opportunity for a

Program Manager

**Metro Santa Ana Clinic (South Coast Metro area)
(Full-Time)**

Western Youth Services is a leading expert in children's mental health and wellness solutions. As a hub of children's mental health in Orange County, we've been providing services and programs for our community for over 50 years. Our passionate and dedicated staff deliver services and programs that prevent, treat and heal our kids and families and increase their ability to live full and productive lives. If this sounds like you, and you meet the qualifications for this position, please send us your resume.

Coordinates day to day operations with Program Director.

Responsibilities:

- Assists the Program Director in organizing, planning, implementing strategy that supports contract obligations.
- Sets up and organizes new processes with input from the Program Director.
- Develops and sets up objectives to boost productivity.
- Demonstrates excellent customer service.
- Collects and reports data as directed (Track progress weekly, monthly, quarterly on objectives), and creates reports useful to Program Director (e.g., DSH, NOABD tracking, No Shows).
- May assign cases.
- Ability to supervise and motivate students/staff.
- Facilitates High-Risk consult group.
- Conducts chart audits.
- Ensure employees and students are adhering to policies and guidelines.
- Acts as clinic representative and sets an example and assists in times of crisis.
- Informs and documents areas needing attention in contract obligations or personnel morale to Program Director.
- Fields record requests.
- Monitors reports and brings inconsistencies to Program Director/Supervisors
- Oversees the Access Coordinator team:
 - Intake Coordinators
 - Case Managers /Mental Health Workers
- Review/ensure NOABD's are sent out accordingly.
- Monitor workflow.
- Meets with Clinical Supervisor team to ensure communication of program updates/changes occur.

- Tracks and reviews:
- Intakes-track hospital d/c
- Runs requested reports and data points for Program Director such as outcomes.
- Discharges
- Referrals to Peer partners and TBS/MHW's and informs Program Director
- Monitors implementation of processes

Minimum Qualifications:

- Master's degree in social work (MSW) and registration as an Associate Social Worker with the Board of Behavioral Sciences; or a master's degree in Marriage and Family Therapy and registration as Marriage and Family Therapy Intern with the Board of Behavioral Science or required licensure.
- Current California Licensure in Psychology, Professional Clinical Counseling, Marriage Family Therapy, or Social Work required.
- Two (2) years' experience post licensure.
- Experience with supervision, experience with EBPs, and certification in EBPs preferred.
- Knowledge of Medi-Cal/Cal Aim Billing and documentation, ability to utilize reports in EHR.
- High level of organization and writing skills.
- Knowledge of Excel/power point
- Excellent time management, interpersonal skills, leadership skills, ability to take direction and strong listening skills. Decision making and creative problem-solving abilities.
- Ability to collect and report data to Program Director.
- High level of initiative and task completion by deadlines.
- Excellent interpersonal and communication skills.
- Demonstrated leadership skills/experience. Understanding and demonstration of multicultural sensitivity and agency Diversity, Equity, and Inclusion initiatives.

Salary: from \$108,709.00 annually

Benefits: Comprehensive employee benefits package includes: Medical, Dental, Vision, Life Insurance, Long Term Disability and 403(b) Retirement Incentive & Savings Plan.

Western Youth Services' Mission: Advancing awareness, cultivating success, and strengthening communities through integrated mental health services for children, youth, and families.

Western Youth Services (WYS) is an Equal Opportunity Employer and seeks to recruit and retain a diverse workforce. WYS values and promotes a culture of inclusivity and belonging, one that embraces the contributions of richly diverse disciplines and perspectives of all employees and staff.