



has an opportunity for a

Program Supervisor
Community Care Coordination Program
Corporate Office (Laguna Hills)
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.

The Program Supervisor works in conjunction with the Program Director to startup, implement, and manage the new CalAIM benefits including Enhanced Care Management (ECM) and Community Health Worker (CHW). ECM and CHW are Medi-Cal benefits that seek to improve coordination of services through a variety of services ranging from preventive care to comprehensive care management for individuals with complex needs. The Program Supervisor demonstrates an overall knowledge of community outreach and program planning, trains and supervises mental health providers in their work with children and families (including understanding the case management process and the importance of linking with outside community resources), assists in the achievement of the goals and objectives established by the Agency, and tracks contract requirements to ensure adherence. The Program Supervisor demonstrates skill in, and models to supervisees, how to effectively work in a multi-disciplinary team environment. The target population of this position includes children, youth, and their parents/legal guardians. The Program Supervisor is well versed in trauma informed care, motivational interviewing, risk assessment, resilience building, and various clinical theories and modalities.

Responsibilities:

- Assists with development of program policies and procedures consistent with Agency policies and contractual requirements.
- Supports Program Director with management and direct supervision of program staff, including Care Managers and Community Health Workers.
- Ensures staff provide services in a manner consistent with contractual requirements, state laws, Agency policies, professional ethical principles, and client needs.
- Ensures staff adhere to quality measures, data collection, documentation, reporting, and billing requirements.
- Coordinates and networks with internal and external stakeholders, including CalOptima.
- Monitors individual productivity to ensure obligations are met.
- Supports Program Director with hiring, developing, and performance managing staff.
- Other duties, as assigned.

Minimum Qualifications:

- Master's degree in social work or related field from an accredited university; and two to four years directly related experience in the administration of mental health services, with increasing responsibilities.
- Current California Licensure in Psychology, Marriage Family Therapy, Social Work, or Professional Clinical Counseling required.
- Supervisory or leadership experience with a demonstrated ability to supervise direct service providers preferred.
- Ability to effectively work with multi-disciplinary teams.
- Working knowledge of Medi-Cal and CalAIM initiatives related regulations, including documentation requirements, clinical standards of care and program development.
- Demonstrated compliance with ethical standards promoted by the Board of Behavioral Services, Board of Psychology, and the corresponding professional association.
- Ability to read, analyze, and interpret medical assessments, county requirements and regulations.
- Able to write clear and concise reports and business correspondence and to effectively present information in varied situations.
- Ability to relate to people of various ethnic and socioeconomic backgrounds within a multicultural environment.
- Accurately calculate figures and amounts and apply concepts to practical situations.
- Able to define and solve practical problems.
- Organize and manage multiple priorities.
- Demonstration of ability to lead people and get results through others.
- Ability to think ahead and plan over a 1–2-year time span. Measurement of performance to Agency goals and standards and establishment of targets for improvements in quality, cost, service, and employee relations.
- Understanding and demonstration of multicultural sensitivity and agency Diversity, Equity, and Inclusion initiatives.
- Bilingual in English and Spanish preferred.

Salary: Salary pay rate from \$84,365.00 to \$88,585.00 The actual salary may vary based on experience, equity, market, and Agency considerations.

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.