



has an Opportunity for a

Program Manager
North (Anaheim)
(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 Manager provides day-to-day clinical and operational leadership for assigned behavioral health programs. Working under the direction of the Program Director, this position supports effective clinic operations, staff development, regulatory compliance, contractual performance, and the delivery of high-quality, client-centered services.

Responsibilities:

- Coordinate daily clinical and operational activities to support timely, accessible, and effective service delivery.
- Assist the Program Director with implementing program strategies, workflows, and processes that support contractual and Agency expectations.
- Provide clinical consultation, supervision, coaching, and support to clinicians, associates, trainees, students, and multidisciplinary staff.
- Oversee case assignments, intake processes, scheduling, caseloads, referrals, and other clinical workflows.
- Facilitate high-risk clinical consultation groups and provide leadership during clinical or operational crises.
- Conduct chart reviews and monitor documentation quality, productivity, Direct Service Hours, and other performance indicators.
- Ensure clinical and operational practices comply with Agency policies, Medi-Cal, CalAIM, County contracts, licensing standards, and applicable regulations.
- Support employee onboarding, training, development, performance management, and engagement.
- Analyze operational and clinical data and prepare reports for the Program Director.
- Assist with quality improvement initiatives, audits, accreditation activities, and process improvements.
- Collaborate with Clinical Supervisors, Corporate departments, County representatives, referral sources, and community partners.
- Represent Western Youth Services professionally and perform other duties as assigned.

Minimum Qualifications:

- Master's degree in Social Work, Marriage and Family Therapy, Counseling, Psychology, or a closely related behavioral health field.
- Active California licensure as an LCSW, LMFT, LPCC, or Licensed Psychologist in good standing.
- Minimum two years of post-licensure clinical experience in behavioral health or a related healthcare setting.
- Experience providing clinical supervision, consultation, coaching, or leadership within a behavioral health program.
- Knowledge of Medi-Cal documentation, CalAIM requirements, County contracts, clinical standards, and electronic health record systems.
- Strong clinical judgment, leadership, organization, communication, and problem-solving skills.
- Ability to analyze operational data, manage multiple priorities, and meet established deadlines.
- Experience with evidence-based practices and clinical quality improvement preferred.
- Experience within County-funded behavioral health programs preferred.
- Bilingual in English and Spanish or another threshold language preferred.

Salary: from \$108,709.00 annually. The actual salary offered may vary based on qualifications, relevant experience, internal equity, market conditions, 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.