

**POSITION TITLE:** **Program Supervisor – TEAM / ACCESS**

**DEPARTMENT:** **Outpatient Adult Behavioral Health Services**

**REPORTS TO:** **Senior Director of Adult Programs**

**FLSA STATUS: 1.0 FTE Exempt, Non-Union Position**

**COMPENSATION: $75,000 – $80,000 DOE**

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La Familia Counseling Service (LFCS) is a community based mental health organization serving Alameda county multi-cultural communities with a focus on those with limited means and access to mental health services, social services, developmental disabilities and substance use disorders. Founded in 1975, LFCS mission is to mobilize all possible resources to strengthen the emotional wellness of individuals and to preserve families. La Familia proposes linguistically appropriate (Spanish) and culturally sensitive mental health services, specializing in trauma focused and family oriented treatment.

We are currently seeking an enthusiastic and experienced Program Supervisor for our Level I Service TEAM (TEAM) and Language ACCESS (ACCESS) Programs. This position reports to the Senior Director of Adult Programs and the operational base of this position will be in our office at 26081 Mocine Ave, Hayward, CA 94544.

**ESSENTIAL JOB FUNCTIONS:**

1. Act as the primary clinical and administrative supervisor, as well as community liaison for La Familia’s TEAM/ACCESS programs.
2. Manage and oversee administrative responsibilities of TEAM/ACCESS programs, including processing and assigning referrals, ensuring compliance with contract and program requirements, including productivity and data reporting, and communicating with the county about TEAM/ACCESS operations as needed.
3. Manage and oversee Quality Assurance responsibilities of TEAM/ACCESS programs, including reviewing and approving clinical documentation, reviewing charts, and providing Quality Assurance support as needed.
4. Manage clinical responsibilities of TEAM/ACCESS programs, including clinical oversight and support, providing weekly individual supervision and group supervision, and assisting during clinical crises, including responding to ACCESS phone line.
5. Makes psychological evaluations; determines appropriate diagnostic procedures; clinical interviews with clients and other interested persons to develop information pertinent to diagnosis and treatment.
6. Provides treatment, which may include assessments, crisis interventions, treatment plans, psychotherapy, individual rehabilitation, and case management; evaluates requests for services and case assignments; provides consultation to clinic staff members as necessary; interviews clients and families to gather social and psychiatric data; prepares mental health/environmental case histories for use in diagnosis; participates in developing psychological treatment programs and case planning for clients; and coordinates with ACBH and other providers for follow-up care, including TEAM – Level I Assignments.
7. Meets with clients for therapeutic interviews and case management as needed, including guiding the client/family in understanding his/her illness and contributing personal, social, and economic factors; assisting client/family in developing realistic plans; monitoring symptoms; advising client/family on community resources; and making referrals and other linkage arrangements as necessary.
8. Support Senior Director of Adult Programs in other clinical and administrative tasks.
9. Maintain strict HIPAA guidelines, submits billings on a daily basis/submits client logs on a daily basis.
10. Comply with all agency’s policies and procedures.
11. Support agency-wide Quality Assurance efforts.
12. Other miscellaneous duties as assigned.

**MIMINUM QUALIFICATIONS:**

1. Graduate degree in mental health (e.g. PhD, Psy.D., MSW and/or MA in Psychology or related field). Must be registered with the Board of Behavioral Sciences or Board of Psychology (or able to show proof of pending application); must be eligible for licensure via the BOP or BBS.
2. Bilingual Spanish/English Preferred.
3. Knowledge of principles and practices of modern clinical psychology, including psychopathology, personality theory, and diagnostic interviewing. Psychotherapy including crisis stabilization, brief therapy and behavior change, casework, systems theory, family therapy, community psychology and community mental health.
4. Experience working with Severe Mental Illness (SMI) populations and principles of case management, individual rehabilitation, family supports, supported services (housing, employment, education), and crisis interventions.
5. Ability to establish and maintain effective working relationships with clients and staff of all levels.
6. Ability to determine the needs of individual situations regarding diagnostic and therapeutic techniques, taking an effective course of action, and follow through with effective engagement plans.
7. Excellent speaking and writing abilities.
8. Knowledge of use of computer systems such as Microsoft Office (Word, Excel, PowerPoint) or similar database applications.
9. Experience with Clinician’s Gateway and Alameda County Behavioral Health systems preferred.
10. Valid California driver’s license and current automobile insurance.

**OTHER REQUIREMENTS:**

* Assumes responsibility for doing assigned work and for meeting deadlines.  Completes assigned work on or before deadlines in accordance with directives, policies, standards and proscribed procedures.
* Demonstrates an awareness of and sensitivity to clients including cultural and ethical beliefs; and implements care in a thorough, skillful, consistent and continuous manner.
* Knowledge of community resources for client referrals.
* Attends work regularly and adheres to policies and procedures regarding absences and tardiness.  Provides adequate notice to supervisor and management with respect to vacation time and time-off requests.
* Demonstrates knowledge of legal issues including client confidentiality and risk management in all aspects of client care and department functioning.
* Performs other duties as necessary.

**TEAM COMMITMENT:**

* Viewed by others to be an effective team member who is flexible, cooperative, and willing to assist others; and acts as a resource to team members and clients where appropriate.
* Handles difficult or conflict situations constructively and seeks appropriate assistance.
* Takes accountability for own actions and accepts constructive criticism.
* Attends all mandatory meetings and staff meetings as required, and actively participates in other departmental professional development including providing training and consultation.
* Participates in the assessment of current and future department learning needs and assist in the development of learning plans.
* Observes and keeps self-informed of activities in the department and makes recommendations for change.
* Develops and maintains cooperative and courteous relationships with fellow employees, supervisor, managers in other departments, senior management and executive staff, and community stakeholders.
* Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the agency.

**WORKING CONDITIONS AND JOB SETTING:**

* Driving and access to a car is required
* Periodic lifting up to 25 pounds is required
* Position involves extensive computer use and sitting

**OTHER COMPENSATION:**

* Full-time, Exempt Position
* Excellent benefits package including medical/dental/vision benefits, vacation, sick, and holiday leave, life insurance, and 403(b) retirement plan.
* Work life balance
* Great working hours
* Supportive/Collaborative work environment
* Mileage reimbursement
* Opportunities for Growth and Professional Development
* Holiday and employee celebrations

**JOB DESCRIPTION ACKNOWLEDGEMENT:**

I reviewed this job description and I understand my job duties and responsibilities. I understand I am responsible for satisfactorily performing my job duties and responsibilities. I am capable of performing the essential job functions with or without reasonable accommodations. Duties, responsibilities and activities may change or new ones may be assigned according to the needs of the agency.

I was given the opportunity to ask questions and provide feedback (i.e. clarification) regarding this job description prior to signing this form.

Employee Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

***\*\*\*For positions that require a degree, La Familia requires that potential employees provide proof of having received their degree. External hires must pass a background check/drug screen. Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with federal and state laws.***

***La Familia is an equal opportunity employer committed to a diverse, welcoming, and inclusive workforce. Applicants will receive consideration for employment without regard to race color, religion, national origin, ancestry, age, genetic information, sex (including pregnancy), gender identity, sexual orientation, marital status, parental status, disability, veteran status, or any other protected status.***

***External hires must pass a background check. Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with federal and state laws.***