

We are growing, expanding and offering a **Sign-on Bonus!!!**

We are looking for dynamic, committed individuals to join our team. If you want to be part of the solution to solving homelessness in our community, we are looking for your talent and expertise as we transform and empower the lives of people with mental illness by supporting independence and preventing homelessness. We are a highly respected, award-winning provider of a full array of mental health and supportive housing services in Sacramento County, and we need you to bring your compassion and support to the most vulnerable in our community.

At Hope Cooperative we're committed to the happiness and well-being of our employees, and aim to create a workplace that fosters both personal and professional growth.

This position is a full-time, non-exempt position and works dayshift.

HOPE Cooperative (Formerly TLCS, Inc.) offers a competitive benefit package consisting of, but not limited to, the following, and may be subject to change:

- 14 PTO days (2 weeks /4 days)
- 21 PTO days after 1st year (4 weeks/1 day)
- 25 PTO days after 5th year (5 weeks / 1 day)
- 6 days paid sick time
- 10 paid holidays
- Employer paid health insurance
- 401k match
- Regular hourly wage step scale increases
- Voluntary Dental, Vision, Life Insurance, Accident Insurance, and more.

Description:

The Program Manager supervises the Personal Services Coordinators who are a part of a multi-disciplinary team, offering case management to adults who have been diagnosed as having a psychiatric illness, are/have been homeless, and possibly have substance abuse issues. The team is responsible for the provision of psychiatric rehabilitative services which may include assessment and plan development, assistance with obtaining housing and entitlements, substance abuse treatment and assistance in any other area of life in which the individual needs help or support in order to successfully live in the community. In addition, the Program Manager will assess potential clients for program admission.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Support individuals with active listening, demonstrate empathy and carry a message of hope and recovery.
- Ensure that Best Practices of mental health recovery are taught and implemented.
- Observe, assess, intervene and refer (within one's scope of practice) in situations with clients regarding mental health symptoms, physical health symptoms and substance use issues.
- Assure the safe, effective and efficient implementation of direct services to clients in accordance with established policies, procedures and standards of care.
- Coordinate client treatment and care with psychiatrists and other members of the treatment team or with community resources as applicable.
- Ensure that direct report staff is informed regarding pertinent Agency business.
- Connect with partner organizations and programs as needed to ensure appropriate and sufficient referrals and to receive updated community information.
- Follow and apply all personnel policies seeking appropriate consultation when necessary.
- Assess, train, and support direct reports including interns/volunteers to ensure quality services.
- Ensure for the review, evaluation and screening of relevant employment applications. Interview and check references on job applicants. Make hiring recommendations to the appropriate management team member.

- Review program budget, make recommendations for budget changes/adjustments and major purchases and ensure the programs remains within budget limitations.
- Provide after-hours service/back-up and crisis intervention on a rotating basis in applicable programs.
- Ensure for the accuracy and timely completion of data collection, reports, and client charts.
- Assist with assigned organizational development activities, grant writing and other major projects.
- Requisition and purchase household, maintenance, office and program supplies as applicable.
- Act as a designated Mandated Reporter for the observed or suspected abuse and/or neglect of children, disabled individuals, dependent adults and elder/senior citizens. Mandated Reporter also includes “Duty to Warn” which includes the responsibility to notify authorities and the intended victim(s) of physical harm.
- Assist in client concerns and complaints, intervene in, and/or oversee, crises and emergencies as they occur.
- Ensure the accurate screening and assessment of admissions and discharges in conjunction with contracted criteria.
- Ensure the office, house, rooms, units and yard are clean and fit for occupancy, where applicable. Provide and assist with cleaning as needed.
- Transport clients as needed.
- Ensure the protection and confidentiality of all Protected Health Information (PHI) by following all policies and procedures in the agency HIPAA Manual.

Supervisory Responsibilities:

Directly supervises employees in the assigned program. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Education and/or Experience:

- Mental Health Rehabilitation Specialist (MHRS).
An MHRS is an individual who meets one of the following requirements:
Master’s Degree or PhD and two years of full-time/equivalent (FTE) direct care experience in a mental health setting.
Bachelor’s Degree and 4 years FTE direct care experience in a mental health setting.
Associate Arts Degree and six years of FTE direct care experience in a mental health setting. At least two of the six years must be post AA degree experience in a mental health setting.
FTE Experience may be direct services provided in a mental health setting in the field of:
Physical Restoration, Psychology, Social Adjustment, Vocation Adjustment
- Ability to supervise, delegate and provide leadership to staff.
- Knowledge of community organizations and community resources.
- Mental health crisis intervention experience is highly desirable.
- Knowledge of MediCal billing is highly desirable.
- Work experience with persons who have substance abuse problems, preferably individuals who are dually diagnosed (mental health & substance abuse) is highly desirable.
- Knowledge of 12-Step Programs and/or personal experience with substance abuse recovery is highly desirable.
- Lived experience as a mental health consumer or a family member/loved one of a mental health consumer is desirable.

Computer Skills:

- Knowledge of, and experience working with, Microsoft Word, Outlook, Excel and the internet.
- Experience with computer database programs.

- Knowledge of, and/or experience working with, Sacramento County's Avatar forms and system is highly desirable.

Other Skills, Abilities, and Job Requirements:

- Provide own vehicle, possess a valid California Driver's License and current vehicle insurance is desired. Driving record must meet and continue to meet the generalized driving guidelines used by our insurance broker
- Ability to pass clearance of the Federal Bureau of Investigation (FBI) and/or Department of Justice (DOJ) background screenings

HOPE Cooperative (Formerly TLCS, Inc.) is an Affirmative Action/Equal Opportunity Employer, and does not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class. Our agency embraces a diverse & culturally rich workforce, and we welcome all candidates to apply.

To apply, send resume to: hresources@hopecoop.org listing the job title in the subject line.

Final Filing Date: Until Filled