



Job Posting: Clinical Program Manager - LB Intensive Services

Location: 1301 Pine Ave. Long Beach CA 90813

Classification/Status: Exempt/ Full-Time

About The Guidance Center (TGC):

The Guidance Center is a private, nonprofit community agency incorporated in California in 1946. We operate four mental health service delivery sites in southeast LA County, including Long Beach, San Pedro, Compton, and Avalon (Catalina Island). The mission of TGC is to provide comprehensive mental health treatment to our community's most disadvantaged children and their families struggling with mental illness and abuse, leading them toward a positive and productive future. TGC offers a competitive benefits package including medical, dental, vision, 403b with employer match, vacation, and 13 paid holidays.

Summary Statement:

Position serves as a Program Manager to an outpatient FSP Program. In this role, the individual will be accountable for ensuring program/services productivity to meet budget and contract goals. Will plan, organize, supervise, direct and follow up on the management and clinical operations of the service program. Will ensure that program meets all agency standards in terms of service provision. May provide training and supervision to various levels of staff ranging from support staff to clinical supervisors as well as provide and/or participate in clinical case consultations. Acts as liaison with collaborative agencies including School Districts, Department of Health Care Services (DHCS), Department of Mental Health (DMH) and other outside agencies having direct and indirect contact with the Program and/or its clientele. Will conduct (and delegate if applicable) outreach activities with organizations who serve similar populations and/or could be a source of referrals to the program.

Maintains a calm, composed exposure when under pressure to meet multiple and sometimes completing deadlines and/or having to adapt to last minute changes, requests or meetings. Demonstrate ethical and cooperative behavior with internal and external individuals.

Regular attendance is an important factor in employee job performance in order for The Guidance Center to maintain efficient operations. Employee would be expected to report to work as scheduled and on time.



Qualifications:

- Valid and current California Licensed Clinical Social Worker, Licensed Marriage Family Therapist or Licensed Clinical Psychologist in good standing with the licensing board
- Strong training, project management, and team-building skills
- Outstanding clinical review skills
- Able to behave with sensitivity, tact, politeness, and responsiveness with staff and clients
- Detail oriented with excellent time management, organizational, written, verbal, interpersonal, presentation, and computer skills
- Demonstrated high level of professionalism and organizational skills.
- At least three (3) years' experience in roles with progressively increasing responsibility in a community based mental health program including program management, administrative supervision, clinical supervision, crisis intervention, evaluation, and community engagement.
- Minimum 3-5 years' experience with FSP program highly desired
- DMH LPS designation is required or the ability to acquire it
- Ability to work a flexible work schedule
- Demonstrated ability to work effectively with a range of both clients and staff from diverse ethnic and cultural backgrounds.

Computer literate in Microsoft Office programs, such as Word, Excel and Outlook. Depending on position within the agency, may be required to have experience in or possess the ability to learn, PowerPoint, Publisher, Access or related database management software.

Must have vehicle and maintain a valid CA driver's license and automobile insurance, to travel to cities in Long Beach, San Pedro, Compton, or other areas in which the Center has business. Travel may also include travel by charter boat to the Island of Catalina in Avalon.

Duties (but not limited to):

1. If position oversees an **Outpatient Program**, manager may have accountability for coordination of adult services provided through the CalWORKs and/or Family Preservation programs as well as Family Support Services through the Mental Health Services Act (MHSA). Program manager, or designee may serve as the agency's liaison for the Educationally Related Mental Health Services (ERMHS) program with the school districts the agency has MOUs with.
2. Budgetary responsibility for the program including, expenditures, and future projected needs by managing various funding sources in a manner that facilitates and enhances the operation of the program and the agency in order to achieve specific service delivery objectives.
3. Provide oversight and due diligence in providing clinical supervision to ensure supervisees are performing the functions outlined in their job requirements and that they are operating under the legal and ethical mandates of their discipline. Ensure



they are providing services consistent with scope of practice and expertise, providing culturally competent services, and abiding by the agencies, Department of Health Care Services (DHCS), Department of Mental Health (DMH) and other relevant regulatory agencies' policies.

4. Participate in internal and external audits and quality assurance functions. Works to ensure that clinical records, in any media (such as electronic, video, and paper) are maintained in accordance with guidelines established by our funding sources, HIPAA regulations, applicable government and civil codes, and agency policies and procedures. This includes ensuring records are accurate and managed in a confidential manner which protects privacy and provides factual information.
5. Provide program staff with appropriate level of training, supervision, resources, educational development and feedback, which will allow staff to successfully perform the requirements of their positions; ensures that all clinical staff provides a specific amount of direct services with regard to prevailing workload standards and program goals and re-assign clinical cases when necessary.
6. Ensures program staff's compliance with Evidence-Based Practices (EBP) training requirements and PEI billing guidelines.
7. As a licensed psychotherapist, may provide supervision to licensed, pre-licensed and waived staff, in accordance with rules and regulations of the California Board of Behavioral Science or the Board of Psychology. Thus ensuring that licensure status maintains its validity in good standing at all times as required by law and/or regulation; ensure applicable clinical staff is also maintaining registrations/licensure as required by law and/or regulation.
8. Manage, create and/or revise various types of reports from the Welligent electronic records systems and Department Mental Health's Integrated System (IS), including but not limited to productivity and enrollment reports, usage reports and others that may be beneficial in managing and assessing program's activity.

Equal Employment Opportunities:

The Guidance Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion (including religious dress and grooming practices), gender, sexual orientation, gender identity, national origin, age, disability, pregnancy (including breastfeeding and conditions related to breastfeeding), genetic information, marital status, ancestry or status as a covered veteran in accordance with applicable federal, state and local laws. The Guidance Center complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training. We are firmly committed to maintaining a work setting in which people of diverse backgrounds and lifestyles may grow personally and professionally.



The Guidance Center expressly prohibits any form of unlawful employee harassment based on an individual's race, ancestry, color, religion (including religious dress and grooming practices), national origin, marital status, sex (including sexual harassment and gender identity), sexual orientation, disability (physical or mental including HIV/AIDS diagnosis), pregnancy (including breastfeeding and conditions related to breastfeeding), medical condition (cancer and genetic characteristics), age (40 or over), military and veteran status, or exercising the right to any legally provided leave of absence in the application of any policy, practice, rule or regulation. Improper interference with the ability of The Guidance Center employees to perform their expected job duties is absolutely not tolerated.

How to Apply:

For immediate consideration, please submit resume to humanresource@tgclb.org