



## ***JOB DESCRIPTION***

**Position:** Senior Program Manager, Clinical Outreach Services  
**Job #** 111601  
**Status:** Full-Time  
**Exemption Status:** Exempt  
**Supervisor(s):** Director of Health and Wellness  
**Location:** Office Located in Fremont, CA, Field responsibilities throughout Alameda County

### **Job Purpose Summary:**

This position has overall responsibility for Abode Service's array of outreach services. This position will supervise the Community Health Services Manager who is responsible for supervising program delivery and staff in the following HOPE Programs: the HOPE Project Mobile Health Clinic (a 37 foot, state-of-the-art, mobile health clinic that takes its services to the streets; going directly to the people we serve and offering medical, mental health, substance recovery, and social services), street outreach and street medicine programs.

This position will provide direct supervision to:

- In-home Outreach Team (IHOT), a new program that launched August 1, 2016. This 4 person team will provide intensive outreach and engagement services to the most difficult to engage clients in Southern and Eastern Alameda County. This team will work to build rapport, identify appropriate mental health services, link to other services meeting immediate needs, and work to support the participant's family. The IHOT team will support participants wherever they call home including the streets, their home, their family's home, jail, hospitals and other crisis settings, etc. The goal of the this program is link people to appropriate mental health services through warm hand off and support families experiencing distress due to the mental health symptoms of a loved one. The Senior Manager Program will help to continue to develop this program from the ground up and provide administrative supervision to the team.
- AC Impact Coordinator who oversees a Permanent Supportive Housing Program serving 50 chronically homeless individuals who are frequent users of police and other emergency services.

*Clinical Supervision is available to those working towards licensure. While this is primarily an administrative position, it is possible to collect some hours through direct practice.*

### **Job Responsibilities:**

- Provide leadership and supervision necessary to coordinate multi-disciplinary integrated service team. Ensure successful implementation, evaluation and coordination of services. Ensure that programs are in compliance with funding regulations, goals, and stakeholder expectations. Ability to report impact out to community both through data and in verbal presentation.
- Provide direct supervision to Community Health Services Manager, IHOT members, and AC Impact Coordinator. Provide regular and appropriate feedback including training, opportunities for professional growth, verbal and written improvement plans when needed, and regular evaluations.
- Develop relationships with the community-at-large to instill support and confidence in the agency and in the program. Serve as a spokesperson for agency when called upon.

- Foster relationships with collaborative partners including Police Departments, Behavioral Healthcare Services staff, County Healthcare staff, etc. Must be comfortable advocating on homeless issues in public meetings as well as in 1:1 conversations.
- Assist in developing materials, assessment tools, job descriptions, and other program processes/documents/tools for the HOPE, AC Impact, and IHOT programs.
- Ensure that all staff are completing documentation and billing to MAA in timely manner as well as collecting appropriate statistical information.
- Provide reports to funders and other community partners regarding services provided and outcomes.
- Ensure overall program compliance to HIPPA, MAA, and HUD guidelines.
- Provide support to staff when dealing with clients' crisis.
- Facilitate regular case conferencing meetings and other staff meetings.
- Assist in developing policy and procedures and other aspects of programs.
- Ensure that all program staff under your leadership are meeting the goals as set-forth in their program's respective grants.
- Other duties as assigned.

**Qualifications:**

- MA/MS degree in Psychology, Human Services, Social Work, Sociology or related field with at least 2 year management experience in a non-profit setting.
- Passion and understanding of how to provide low-barrier, outreach services.
- Must have a working knowledge of Psychiatric Disorders and a minimum 2 years of field experience working with people with co-occurring disorders and/or who are homeless.
- Must possess the ability to provide direction to their teams, build collaborative teams, inspire others, and support staff in growing within their positions and within the agency.
- Strong organizational, detail orientated, and time management skills.
- Excellent verbal and written communication skills. Strong time management skills. Must be able to juggle multiple priorities at once.
- Knowledge and ability to implement the following evidence-based models; Harm Reduction, Stages of Change, and Motivational Interviewing.
- Ability to build supportive and respectful working relationships with participants and staff.
- Understanding and practice of culturally sensitive components of direct service delivery through open dialogs and self-exploration with diverse group.
- Ability to effectively intervene in crisis situations using de-escalation techniques.
- Proven ability to work independently, effectively as an individual and part of the team.
- Strong ability to represent the interests of the agency, interact effectively with a diverse population with multiple special needs, and be comfortable building successful collaborative relationships with tenants, staff, and with community networking and resource building.
- Ability to work flexible hours, including some weekends and evenings.