



## JOB DESCRIPTION

<b>Position:</b>	Director of Health and Wellness, Santa Clara County
<b>Job#:</b>	SM05241701
<b>Status:</b>	Exempt, Full Time
<b>Supervisor:</b>	Director of Programs
<b>Location:</b>	Santa Clara County

### Position Summary:

This is a key position, and part of Abode's Senior Management Team—a dynamic group of individuals striving to increase housing opportunities for the most vulnerable people experiencing homelessness in the Bay Area. The position requires both a high degree of professional experience, attention to evidenced based practices, and comfort in engaging high level community stakeholders.

The Director is responsible for providing administrative and clinical oversight of mental health and wellness services across service areas and programs. This includes developing protocols, policies, and procedures applicable to all mental health and wellness staff and programs. Also, the Director is responsible for the quality of care, effectiveness, and efficiency of services and determines operating policies and practices, develops and maintains contractual relationships, and selects and supervises staff.

### Job Responsibilities:

- 1. Program Oversight:** Oversees all clinical care provided to program participants by Abode Services programs in Santa Clara County. Directly responsible for the development and implementation of Quality Assurance and Quality Improvement strategies, policies, procedures, and outcomes, and provides leadership to all clinical staff and programs, including new program development and any emerging issues affecting participant service and the supervisory structure through which clinical care is provided. Ensure that programs are in compliance with funding regulations, goals, and stakeholder expectations. Leads the clinical vision and implementation of programs through clinical design, supervision, and operations
- 2. Program/Staff Supervision:** Supervises managers to provide oversight on all departmental program activities. Provide regular and appropriate feedback and supervision including training, opportunities for professional growth, verbal and written improvement plans when needed, and regular evaluations. Develop annual staff training and professional development programs.
- 3. Coordination of Departments:** Ensure that programs are successfully integrating clinical services and housing components to stabilize and improve housing, income, and health outcomes of participants. Assures that all clinical resources (housing resources, staff, treatment plans, etc.) are utilized to optimum efficiency and effectiveness.
- 4. Evaluation and Quality Systems Management:** Ensure effective quality improvement/quality assurance implantation in programs, including Medi-Cal/Medicare compliance. Ensure compliance with all program contractual requirements.

5. **Agency Liaison to the Community:** Serves as a representative of Abode Service's management and as a liaison in developing and implementing policies and procedures with collaborative partners. Develop positive working relationships with county contractors including the Santa Clara County divisions of Mental Health, Drug and Alcohol Department, and Office of Supportive Housing, supportive housing partners, UCSF, etc. Develop relationships with the community-at-large to instill support and confidence in the agency. Serve as a spokesperson for agency when called upon.
6. **Clinical Oversight:** Provide leadership in the agency clinical services and protocol, including but not limited to coordinating clinical supervision, creating/following protocol around quality documentation, and following privacy practices. Promote the philosophy of Housing First, Strength Based Care, Trauma Informed Care, and Harm Reduction throughout the agency.
7. **Fiscal Management:** Work collaboratively with finance to ensure that budgets are complete as well as on-going tracking of financials.
8. **Senior Management:** Collaborate regularly with agency management. Participate in regular "Senior Management" meetings with the Executive Director, Chief Operating Officer, CFO, Director of Development, Director of Properties and Assets, Director of Real Estate Development, Director of Social Services, and Director of Housing Programs, and Director of Evaluation and Policy to discuss issues relating to finances, human resources, and program operations. Maintains strong relationships with and knowledge of program staff and operations in order to serve as a liaison between programs and Senior Management.
9. **Other duties as assigned.**

#### **Qualifications:**

- MSW or MA/MS in Psychology from an accredited university and registration with the California Board of Behavioral Sciences as an ASW/MFTi plus 4 years' experience working as a graduate level clinician required. Licensure as a LCSW or LMFT in the state of California **preferred**. Salary commensurate with experience, education, and licensure status.
- Minimum five years' experience in non-profit management with a track record in successful implementation of programs, particularly for people who extremely low income, those who have experienced homelessness, and those who have disabilities.
- Supervisory experience with strong skills in program development and policy and procedures.
- Excellent written and oral communication skills.
- Strong organizational, detail orientated, and time management skills
- 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.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

**Abode Services is an Equal Opportunity Employer/Drug Free Workplace**