



Programs Manager

Job description

Mission Statement	Core Values
<p>Humanidad’s mission is to strengthen the lives of the Latinx community by increasing access and utilization of community mental health resources. We transcend barriers and reduce stigma by providing culturally proficient therapist training, inclusive community education, and bilingual therapy services.</p>	<p>Compassion – We serve our community with commitment and dedication. Culture – We respect and honor all cultures. Integrity – We take great pride in providing high quality services. Heart-Driven – We do the work because we love the work.</p>

Summary of the Position: The Program Manager oversees operations and processes, project development, capacity building program outreach activities, and coordinating programs logistics and operations. In collaboration with the Clinical Director and the Executive Director, the Programs Manager will coordinate programs and operational activities. In collaboration with the administrative team, coordinates facility operations to ensure high quality, cost-effective programs and services. PM supports forward-thinking, transparent, and inclusive organization culture.

Humanidad fosters health equity and thriving communities where the stigma associated with mental health does not exist and all have access to quality and compassionate culturally sensitive therapy services.

Hours: Regular office hours, some weekends and evenings

Reports to: Executive Director

Compensation: \$62,400.00 per year.

Language Skills: Bilingual English/Spanish

Exempt: yes

Localization: Main office, remotely, clinics, work field, fairs, etc.

Essential Duties & Responsibilities

- Support and implement COVID-Ready Protocols (Employees and staff adhere to guidelines to operate and work safely)
- Establish systems that procures a collaborative environment within clinical, office staff, consulting advisors
- Support capacity building and continuous improvement.
- Support operations, programs implementation, invoicing, evaluations and reporting real time data to support planning, grant development and reporting for existing grants and programs.



- Plan, organize, direct and evaluate operations to ensure the quality of the services according to the organization capacity.
- Ensure compliance with applicable laws, regulations and HIPAA practice and electronic records standards
- Establish and maintain effective channels of communication
- Support staff development including orientation, in-service education, continuing education and performance evaluation,
- Direct and monitor organizational performance improvement activities
- Complete Educational Annual plan, keeping data for each training/educational event including curriculum, evaluation reports, attendance and any other useful information.
- Participate and support business strategic plan, goals, resource allocation plan(s) and budget development and monitoring.
- Research, outreach and Inform the directors, staff and professional advisory group of current organizational, community, and community trends
- Negotiate MOUs and enters into contractual collaborations on behalf of the Agency
- Identify and resolve technical, operational and organizational problems to procure successful programs implementations
- Supervise and direct the activities of the Client's Services Representative and Community Resources Navigators in various levels of assigned responsibilities utilizing both professional and supervisory discretion and independent judgment.
- Develop outreach programs and continuous collaborations
- Maintain INTAKE DATABASE accurate and updated real time reports and pertinent information to support decision making.
- Timely invoice organizations and funders for service provided.
- Participate in the development and implementation of policies and procedures.
- Audit and produce incoming phone calls, number of intakes and phone log monthly reports.
- Organize, coordinate, promote, evaluate a monthly community educational webinar.
- Represent the organization attending meetings with different agencies and stakeholders
- Oversee and implement the activities of the California Reducing Disparities Project (Convivencia).
- Support local and state evaluation for the CRDP program.
- Develop with ED and CD Strategic partnerships.
- Support Clinical Director in the implementation of culturally appropriate mental health and customer services training.
- Establish a Calendar for Community Convivencias and Group Convivencias with partners, and lead the planning and implementation process.
- Produce reports for the California Reducing Disparities Project in collaboration with the Clinical Director and ED.
- Other duties and/or responsibilities as assigned



Education and/or Experience requirements:

- Bachelor's degree or higher education
- Experience in mental health preferred
- 2+ years of office processes and operations experience
- Knowledge of programs management
- Experience developing, implementing, and presenting relevant program content through writing, speaking, workshops and/or trainings
- Comfort with cultural humility and experience working with socioeconomically diverse populations
- Ability to manage a variety of community partnership and enhancing the outreach efforts to create strong connections with these relationships
- Ability to work independently with minimum direction within the framework of established guidelines and collaboratively with program staff
- Excellent written and verbal communication skills
- Must have strong communication and organizational skills with a keen attention to detail, while being able to effectively prioritize
- Ability to establish good, cordial and professional working relationships with clinical and administrative staff.
- High degree of confidentiality and integrity as well as professional ethics, including dependability, reliability, accountability, and responsibility.
- Knowledge of computer systems including Google suits, zoom, etc.
- Flexibility and agility, works well in ambiguous situations, clear understanding of a changing nonprofit agency environment
- CA Driver's License and a Reliable Car

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Work environment

Temporary remote work and in the office due to COVID-19. This position will be a combination of Office, remote and in-field work, it requires some times your presence at the office and some driving to different events

Physical demands



HUMANIDAD
Therapy & Education Services

The employee is frequently required to walk; use hands to finger, handle, or feel; and reach forward with hands and arms. The employee is occasionally required to sit and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 25 pounds.

Humanidad Therapy & Education Services is an Equal Opportunity Employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status, or other legally protected characteristics

I have read and understand the contents of this job description:

Employee Name::
Signature
Date