
**PROGRAM
DIRECTOR**

DESCRIPTION The Program Director has overall responsibility for organizing, implementing, and evaluating the day to day functioning of rehabilitation services provided at ASTCI. The Program Director acts as a liaison between the direct care staff and the clinical team, interpreting input from clinical staff, clients, and contractual agencies to ensure the program function meets the current needs of the client population we are treating.
He/She provides program and activity staff with leadership, education, direction and guidance in all program matters and ensures full compliance with all regulatory requirements including but not limited to Title IX, HIPAA and CARF. Additionally, he/she must possess strong leadership skills as primary duties include the oversight, training and enforcement of quality care offered to clients on a daily basis.

SALARY RANGE \$22.00 - \$30.00

DEPARTMENT:

REPORTS TO: Administrator

**JOB SUMMARY
&
OBJECTIVES:** The PD works directly with all employees associated with client care as well as administration to ensure compliance and adherence to ASTCI policy and procedure and Title IX and CARF regulations.

The overall objectives of the position are to ensure a safe environment for a venerable adult population to stabilize and improve in all areas of self care. Support a program that provides education in symptom management, crisis reduction, and sobriety to ensure the best possible outcome for all clients.

In order to achieve this goal the Program Director will ensure:

- Hiring employees with attention paid to open positions, salary range and ability to perform duties as assigned
- Oversight and management of program employees including emphasis on support and guidance aimed at maintaining overall satisfaction and thereby reducing turnover
 - o Turnover of department consistent with similar fields / facilities within San Diego county
- Supervision of direct care staff including documented evidence of performance management (30,60, annual evaluations, supervision forms, counseling and training records)
- Training and Education of direct care staff including orientation, annual training and general training aimed at enabling employees to produce efficient and accurate work and provide high quality care
- Program Development including use of input from clinical staff, client suggestion, contractual obligations within budget.
- Oversee client activity needs, budget constraints, efficient and complete procedures related activities and general oversight of programmatic structure on a daily basis
- Program Development including oversight of client progress with emphasis on safety, including passes, outings and compliance in treatment setting
- Day to day adherence to regulations within the rehabilitation program

and broadly to safety and personnel.

- Participation in quality assurance / monitoring activities including tracking of client trends, providing summaries and documented plan of action for corrective needs
- Liaison between clinical staff and direct care staff ensuring treatment interventions are appropriately utilized to improve client outcome
- Liaison between program and other departments including opening communication amongst leads and other departments promoting effective problem solving
- Providing clinical support to MHRS positions managing client caseloads and making recommendations on appropriate levels of care
- Education resource related to crisis interventions, de-escalation, motivational interviewing, denial of rights and debriefings
- Provide effective problem solving actions aimed at decreasing the risk or prevention of injury following unusual occurrences

QUALITY

- Will promote safety
- Will support the facility plan for reduction of the use of restraint and seclusions
- Will ensure all clinical practices by direct care staff in appropriate and utilizes methods approved as best practices
- Appropriateness and quality of work will be evaluated through documented reports submitted monthly in a timely manner
- Quality of work will also be evaluated during departmental / QI meetings occurring at minimum once per month, where the Program Director is expected to contribute detailed summaries related to client performance, client needs, regulatory issues, procedural updates / changes and supervision / training issues.
- Time management, organization skills and creativity in maintaining high morale and well trained employees are valued as quality components of the position
- He / She participates in the interviewing and training process thereby contributing to reduced turnover, burnout and dissatisfaction amongst employees
- He / She actively participates in facility wide events aimed at improving morale and boosting performance of employees

CLINICAL PRACTICE

- He / She must possess strong knowledge of clinical skills as means of providing support and education to direct care staff
- He / She must possess strong knowledge of evidenced based practices to promote relationship between clinical staff interventions and ASTC policy and procedures.
Strong skills exhibited in psychosocial rehabilitation skills including client centered documentation, cultural competency, client centered communication and promotion on providing high quality services to clients daily.

ADMINISTRATION

- Serves as a clinical resource for all departments
- Administrative responsibilities of the position include the evaluation and implementation of quality improvement measures for both clients and staff
- He / She posses and enforces ASTCI policies and procedures

- He / She participates in the professional development of staff
- Time Management and ability to multitask and prioritize facility needs versus individual department needs focusing on the best interest of clientele and contractual obligations
- Maintains overall responsibility for the department 24 hours/day, 7 days/week and remains on-call after hours. With the presence of an adequately trained delegate, the Director may rotate on-call duties, however regardless of delegation the PD remains accountable for the department

PERSONNEL

- Involved directly in the hiring, retention and training of all program staff
- Participates in the evaluation of employee skills
- Upholds facility guidelines with respect to program standards and policies.
- Participates in the training of staff including annual, orientation, e-learning's and quarterly series trainings as necessary
- Participates in employee counseling, terminations and monthly supervisions aimed at both performance improvement and training
- Develops and initiates a plan for regular assessment of competency of staff and reports findings to Human Resources
- He / She will work with Human Resources in the resolution of employee complaints

JOB REQUIREMENTS

- Minimum Master's Level education in one of following fields:
 - Psychology, Social Work, Marriage & Family Therapy, Nursing, Medicine, Hospital Administration, Public Health Administration
 - License Eligible
- 3 years minimum professional experience in a mental health setting, one of which shall include experience or training in program development for persons with severe and persistent mental disabilities
- Knowledge of current psychological practices
- Strong interpersonal and leadership skills
- Experience in quality assurance/improvement preferred
- Working knowledge of Title IX regulations / CARF accreditation preferred
- Current CPR certification
- ProAct Certification (*provided by the facility within first 90 days of employment*)