



HORIZONS UNLIMITED OF SAN FRANCISCO, INC. POSITION DESCRIPTION AND JOB ANNOUNCEMENT

PROGRAM DIRECTOR BEHAVIORAL HEALTH SERVICES

Full-time, Exempt

Horizons Unlimited of San Francisco, Inc. (Horizons), established in 1965, is a community-based organization located in the Mission District and offers substance use prevention, treatment, employment/workforce development, mental health and wellness, and gender-affirming services, to Latino and all youth of color, up to age 24, and their families residing in the Mission District and throughout the city and county of San Francisco.

Position Title: Program Director, Behavioral Health Services

Reports To: Executive Director

Program Summary: Horizons' Behavioral Health Department provides culturally-rooted, trauma-informed, and integrated services and opportunities for youth, their families and community healing. Our programs address their complex mental health, wellness and substance use needs through quality individual, group, and family counseling and therapy, case management, care coordination and other healing-centered strategies. Centered on low-barrier access to treatment, services are provided onsite, in English and Spanish, in collaboration with community partners, and specialized for those most impacted by multiple systems, trauma and co-occurring disorders. Our services provide interventions, skill building, and education for clients and their families to develop a sustainable approach to recovery and healing.

Position Description: As part of the leadership and management team at Horizons, the Program Director, Behavioral Health Services, works closely with our Clinical Admin Team (Medical Director, Clinical Director, Clinical Consultant, and Executive Director) and is responsible for the overall programmatic, administrative and fiscal management, oversight, planning/coordination, staffing, supervision, implementation, and evaluation of the Agency's Drug Medi-Cal (DMC) certified, Substance Use Disorder (SUD) Outpatient Treatment, Mental Health, and Case Management services. In partnership with the Executive Director and Program Director, Prevention and Employment, this position will participate in funding source and other city-wide Steering/Advisory Board Committees, provide internal and external leadership and interfacing, and help chart Horizons' future growth and strategic response to an ever-increasing demand for the Agency's clinical services.



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Duties and Responsibilities:

Program Planning and Development

- Responsible for the planning, development, implementation, monitoring, and evaluation of the SUD Outpatient Treatment, Mental Health, and Case Management contracts, services, budgets, and staff.
- Develop annual funding source and internal work plans and contract renewals, and monitor services regularly to ensure alignment, compliance, and achievement of performance objectives.

Quality Assurance and Oversight

- Oversee the Department's quality assurance processes, plan, and activities in direct partnership with the Clinical Admin Team and staff.
- Draft Memorandums of Understanding for all consultants and supervise Clinical consultants.

Operations and Reporting

- Ensure daily operations of the program and timely, accurate, and compliant tracking, monitoring, and submission of service data/documentation in the AVATAR, CMS, and CalOMS database systems.
- Draft monthly, quarterly, and annual program reports to demonstrate achievement of goals.
- Plan and facilitate departmental meetings (staff, clinical/care coordination, etc.) for staff rapport, disseminating programmatic/agency-related information, and ensuring legal, ethical, and quality service delivery.

Administrative Responsibilities

- Implement and ensure compliance with Agency systems, policies, practices, and procedures.
- Consistently attend all funding source meetings, trainings, and events to stay current on contractual-related matters.
- Fulfill other duties assigned by the Executive Director or Medical Director for DMC services.

Leadership and Staff Development

- Contribute to the collective mission, vision/values of the Agency as part of the Leadership team.



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- Recruit, interview, hire, and onboard program staff and consultants in collaboration with the Clinical Admin Team.
- Supervise program staff, providing ongoing guidance, coaching, training, direction, input, and feedback to foster morale, inclusion, collaboration, high-quality programs, and productivity.
- Develop and implement a system to evaluate the skill, experience, and professional development needs of departmental staff.
- Establish and implement a professional development program for ongoing capacity development to meet the changing needs of clients and the community.
- Develop objective and clinically sound performance measurements for consistent, high-quality evaluation and goal setting for all employees.
- Instill a sense of accountability among team members by modeling oversight of individual and organizational performance standards.
- Actively interface with clients and stakeholders to gain community support for services and solicit input for program improvement/enhancement.

Minimum Qualifications:

Experience and Qualifications

- Must be CA license eligible (registered with the Board of Behavioral Sciences or Board of Psychology).
- Must have 3-5 years Management/Supervisory experience overseeing Medi-Cal funded clinical services, including substance use treatment/co-occurring services.
- Bilingual and biliterate in English/Spanish, with bicultural experience.
- Committed to, and passionate about, issues facing youth of color and their families.
- Highly analytical, forward-thinking, and strategic in operating clinical services.

Skills and Abilities

- Superb organizational skills to manage and meet several, competing priorities/deadlines.
- Proven ability to lead a team with integrity and accountability to ensure legal, ethical and quality clinical services are provided to clients and their families.
- Excellent contract, service and budget development and management skills.
- Detailed-oriented with aptitude for developing workflows and systems, policies, and data collection, entry, and reconciliation processes and standards.



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- Outstanding communicator with an aptitude for public speaking, training, and partnership building.
- Demonstrated ability to interface with high-level departmental and community leaders.
- Successful in roles requiring a high level of discretion, tact, professionalism, and leadership.
- Proficient with Google Suite, Zoom, and Mac platforms.

Job Requirements

- Availability to work outside of normal business hours and on weekends.
- Self-motivated and comfortable working independently.
- Must be able to clear a Tuberculosis (TB) test before the first day of employment and annually.
- Policy requires all staff to be vaccinated for COVID-19 or have an approved reasonable accommodation.
- Complete annual recurrent required training.
- If in recovery, must be clean and sober for a minimum of 2 years.

Desired Qualifications:

- CA Licensed with the Board of Behavioral Sciences or Board of Psychology.
- Minimum of 5-7 years of progressive Senior Level Management/Supervisory experience.
- Experience managing Drug Medi-Cal certified SUD Treatment programs for adolescents.
- Experience developing grants to ensure continuous delivery and expansion of services.
- Willing and able to commit to a 3-5 year tenure at the agency.

Compensation and Benefits:

- Full-time position: 40 hours per week.
- Permanent and exempt after successful completion of a 6-month probation period.
- Eligible for benefits (medical, dental, vision plan, accidental life and AD&D insurance) on the 1st of the month following 1 full month of continuous employment.
- Additional benefits include up to 7 weeks of paid vacation, sick leave, and holidays.
- Opportunities for professional development and continued learning.
- Support with license renewal fees and training.
- Salary range: \$110,000-\$113,300.



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Updated:
December 18, 2023

Application Deadline:
Open Until Filled.

Application Process:

Submit a cover letter and resume by email at officeadmin@horizons-sf.org or mail to 440 Potrero Avenue, San Francisco, CA 94110.

COVID-19 advisory: Horizons operates as an essential service organization and has implemented a COVID-19 Recovery Plan that documents operations, safety protocols, and guidance for the safety of staff and provision of services in accordance with local, state and other Health Orders and guidelines. At the time of this posting, services will primarily be offered in-person, onsite or in local high schools. This is subject to change and Horizons reserves the right to make changes to its Recovery Plan, processes, policies and practices at its discretion.

Horizons Unlimited of San Francisco, Inc. is an equal opportunity employer, and does not discriminate on the basis of race, culture, age, disability, gender, or sexual orientation.

Women and BIPOC Are Encouraged To Apply.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.