



HORIZONS UNLIMITED OF SAN FRANCISCO, INC.

OUTPATIENT PROGRAM MANAGER

POSITION DESCRIPTION

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, mental health and gender specific services for youth of color, ages 12 to 26, and their families, residing in the Mission District and the city and county of San Francisco.

Position Title: Manager

Reports To: Program Director, Treatment Programs

Program Summary: Horizon's OP program provides culturally-rooted, integrated Substance Use Disorder and Mental Health services and opportunities for youth, their families and community healing. Our programs address their complex treatment needs through quality individual, group, and family counseling, 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 to develop a sustainable approach to recovery and healing.

Position Description: The Program Manager will be responsible for managing the agency's Substance Use Disorder and Mental Health program. Services are community-based and facilitated through grant partnerships with the SF Department of Public Health, Youth Guidance Center and the Roadmap To Peace collaborative. Essential duties include but are not limited to development, management and administration of program and contracts; development of work plans, data collection, analysis and reporting for billing, compliance, quality assurance and evaluation; recruitment, hiring and supervision of staff, intake and caseload coordination, service coverage and delivery, etc.

Duties and Responsibilities:

- Manage the daily operations and service flow for Substance Use Disorder and Mental Health Outpatient Programs, including:
 - Manage timely and low barrier access to treatment services through the facilitation of a welcoming, safe and recovery centered environment.
 - Ensure timely, completed and recorded intake, screening for eligibility and level of service, brief assessment, program/staff assignment/enrollment, and tracking of internal referral process.
 - Development, management and accounting for program services in fidelity with program values and funding contracts including staff and

- program work plans.
 - Design, implement, oversee and monitor data collection practices and documentation practices including quality assurance to ensure contract compliance and program fidelity and use assessment of staff needs to inform practices.
 - Communicate with partner agencies and collaboratives about referrals, relevant program activities and staff (including compliance with all mandated Capacity Reports).
 - Support the recruitment process for vacant positions.
 - Provide direct services and coverage as needed.
- Supervise, evaluate, coach and support Substance Use Disorder staff in their roles.
- Implement and ensure compliance with program and agency systems, practices and procedures.
- As part of the Leadership team, contribute to the collective mission, vision/values of the Agency.
- Work with Program Director to monitor, evaluate, develop and impart client-centered and staff aligned practices, policies that maximize youth healing, including:
 - Implementing promising and best practices for healing-centered treatment.
 - Co-leading team meetings to assess progress, discuss needs, monitor grant deliverables.
 - Manage program budgets and practice fidelity with compliance.
- Represent Outpatient programs at events and meetings.
- Run and reconcile monthly billing and service data reports, including program reporting and documentation as required for program and contract fidelity.
- Implement evaluation methodologies that will quantifiably measure the impact of the delivery of services.

REQUIRED SKILLS, EDUCATIONS, CERTIFICATIONS/LICENSES:

- Must be CA Licensed or license eligible (registered with the Board of Behavioral Sciences or Board of Psychology) or Certified AOD/SUD Counselor.
- Bilingual and biliterate in English/Spanish, with bicultural experience.
- 3 years experience providing substance use treatment or mental health services to youth and families.
- Experience providing after-care/reentry planning and support to system-impacted individuals.
- Superb organizational skills and ability to manage several, competing priorities.
- Detailed oriented with aptitude for data collection, entry, and reconciliation.
- Ability and availability to work outside of normal business hours to complete tasks, conduct outreach, attend events and trainings, represent the Agency and program at meetings, etc.
- Ability to supervise and motivate staff to excel professionally and meet program goals.
- Able to maintain confidential, accurate, and complete records including documentation of daily encounters; monthly and quarterly reports, etc.
- 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, you must be clean and sober for a minimum of 2 years.

COMPENSATION:

This is a full-time (40 hrs per week), salaried and permanent position, 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. Other benefits include paid vacation, sick leave, generous holidays, and professional development opportunities. Starting annual salary is \$64,852-\$75,131.

Date Posted: March 23, 2023
Filled

Application Deadline: Open Until

Application Process: Submit cover letter and resume to: Solymar Solá Negrón, Program Director, Treatment and Gender Specific Programs, via email at officeadmin@horizons-sf.org.

COVID-19 Advisory:

Horizons operates as an essential service organization, has implemented a COVID-19 Recovery Plan and reserves the right to make changes to its Recovery Plan, processes, policies and practices at its discretion.

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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 People Of Color are encouraged to apply.

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