



## **HORIZONS UNLIMITED OF SAN FRANCISCO, INC.**

### **BEHAVIORAL HEALTH (SUD/MH) 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, mental health, employment, and gender-affirming services for youth of color, up to age 26, and their families, residing in the Mission District and the city and county of San Francisco.

**Position Title:** Behavioral Health Program Manager

**Reports To:** Behavioral Health Program Director

**Program Summary:** Horizons' Substance Use Disorder (SUD) and Mental Health (MH) Outpatient programs provide culturally-rooted, integrated services and opportunities for youth, their families and community healing. Our programs address their complex treatment needs through quality individual, group, and family counseling and/or 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 Summary:** The Program Manager will be responsible for managing San Francisco county's only Drug Medi-Cal (DMC) Youth Substance Use Disorder Outpatient Treatment program and low-barrier mental health services. Services are community-based and facilitated through grant partnerships with the SF Department of Public Health 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/caseload coordination, service coverage and delivery, etc.

#### **Duties and Responsibilities:**

- Manage the daily operations and service flow for SUD and MH Programs, including:
  - Timely and low-barrier access to treatment services through the facilitation of a welcoming, safe and recovery-centered environment.
  - Timely, completed, recorded intake, screening for eligibility and level of service, assessments, program/staff assignment/enrollment, 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 plan.
  - 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.



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- Communicate with partner agencies and collaboratives about referrals, relevant program activities and staff (including compliance with all mandated Capacity Reports).
  - Ensure compliance standards for all clinical staff and supervisors to provide billable services.
- 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 deliverables.
  - Manage program budgets and practice fidelity with compliance.
- Supervise, evaluate, coach and support staff in their roles.
- Provide direct services and coverage as needed.
- Develop with Program Director internal systems to support all aspects of program activities including utilization review process, audit, managing clinical productivity, timely billing, client Medi-Cal eligibility and intake, training, etc.
- Implement evaluation strategies to quantifiably measure the impact of the delivery of services.
- Collaborate with the Program Director to ensure that staff providing services under the Medi-Cal contracts are trained in the proper policies and protocols for the documentation of client services, assessments, and treatment plan of care, including timelines for timely completion of required documentation.
- Track/report productivity of all staff providing services under DMC and other contracts.
- Run and reconcile monthly billing and service data reports, including program reporting and documentation as required for program and contract fidelity.
- Monitor Drug Medi-Cal services via administration of monthly and annual Avatar reports and other reports as needed.
- Coordinate monthly and annual chart reviews and audits as required by SFDPH.
- Work with clinical and admin staff to facilitate timely and accurate documentation and billing.
- Collaborate with Clinical Supervisor and Program Director to support providers and ensure clinical charts are maintained and documentation deadlines are met.
- Coordinate annual monitoring site visits by the San Francisco Department of Public Health, collaboration with Clinical Supervisor and other teams as needed.
- Participate and support in Medi-Cal recertification as required by SFDPH, in collaboration with Operations team, Finance team, Development team, Outpatient Team and other teams as specified in the recertification checklist.
- Maintain and update Outpatient Operational manual and other contract, compliance and administrative policies and procedures.
- Implement and ensure compliance with program and agency systems, practices and procedures.
- Represent Outpatient programs at events and meetings.
- Other duties as assigned by the Program Director.



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### **Required Skills, Education, Certifications/Licenses:**

- Must be CA Licensed or license eligible (registered with the Board of Behavioral Sciences or Board of Psychology).
- Three (3) years experience providing substance use treatment and 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.
- 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.
- This position is under the SEIU 1021 collective bargaining agreement and is subject to enrollment.
- If in recovery, must be clean and sober for a minimum of 2 years.

### **Compensation and Benefits:**

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 1<sup>st</sup> 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 \$77,000-\$79,310.

### **Date Posted:**

July 21, 2023

### **Application Deadline:**

Open Until Filled

### **Application Process:**

Submit cover letter and resume by email at [officeadmin@horizons-sf.org](mailto:officeadmin@horizons-sf.org) or mail to 440 Potrero Avenue, San Francisco, CA 94110.



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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.**