



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

PROGRAM MANAGER (SUD/MH)
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 and early intervention, employment/workforce development, mental health and wellness, multimedia arts, and gender-affirming services, to Latine and all youth of color, up to age 24, and their families residing in the Mission District and throughout San Francisco.

Our programs help young people understand the systems that create inequality and how those systems affect their lives. We create safe spaces where they can make sense of their experiences, build healthy coping skills, and find their own power within these systems. Young people leave with the tools to take care of themselves and their communities and to create real change on their own terms.

Position Title: Program Manager, Behavioral Health Services

Reports To: Executive Director

Program Summary: Horizons' behavioral health programs provide culturally-rooted substance use early intervention and mental health services and opportunities for youth, their families and the broader community. Our programs address their complex needs through screening/assessment, Brief Intervention Services, harm reduction workshops, case management, therapy, wellness groups, care coordination and other healing-centered strategies. Centered on early intervention, low-barrier access, and mild to moderate needs, services are provided in English and Spanish onsite, in the schools and in collaboration with community partners. Our services provide interventions, goal planning, 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 substance use early intervention 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



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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:

Daily Operations and Service Flow Management

- Implement promising and best practices for healing-centered and trauma-informed services.
- Serve as lead and point of contact for services, referrals and coordination of care.
- Facilitate timely and low-barrier access to services through strategic outreach and partnership development.
- Conduct timely referral screening, client assignment and internal referral tracking.
- Develop, manage, and account for program services in fidelity with program values and funding contracts.
- Design, implement, oversee, and monitor data collection and documentation practices.
- Communicate with partner agencies about referrals, program activities, and staff.
- Ensure compliance standards for all clinical staff to provide billable services.
- Assess clinical training needs and implement appropriate skill building opportunities.
- Manage program budgets and practice fidelity with compliance.
- Lead team meetings to assess progress, discuss needs, and monitor deliverables.
- Co-lead bi-weekly Clinical Admin team meetings.

Supervision and Staff Support

- Supervise, evaluate, coach, and support staff in their roles.
- Provide direct services and coverage as needed.
- Develop internal systems to support all aspects of program activities, including utilization review process, audit, managing clinical productivity, timely billing, performance tracking, reporting, training, etc.

Documentation, Reporting, and Compliance

- Implement evaluation strategies to measure the impact of service delivery.
- Ensure staff are trained in proper documentation policies and protocols.
- Track/report productivity of all staff providing services under contracts.



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- Run and reconcile monthly billing and service data reports.
- Coordinate monthly and annual chart reviews and audits as required by SFDPH.
- Collaborate with clinical and admin staff to facilitate timely and accurate documentation and billing.
- 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 behavioral health programs at events and meetings.
- Other duties as assigned by the Executive Director.

Minimum Qualifications:

Experience and Qualifications

- Must be CA Licensed or license eligible (registered with the Board of Behavioral Sciences or Board of Psychology).
- Three (3) years of experience providing substance use treatment and mental health services to youth and families.
- Three (3) years experience managing contracts, developing systems to track compliance and meeting annual performance goals.
- Two (2) years experience supervising staff.

Skills and Abilities

- Superb organizational skills and ability to manage several competing priorities.
- Detailed oriented with an aptitude for data collection, entry, and reconciliation.
- Skilled in developing and monitoring systems to ensure program alignment, compliance and impact.
- Experience working with newcomers, systems impacted, and youth that may not traditionally access services.
- 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 service encounters, monthly and quarterly reports, etc.
- Self-motivated and comfortable working independently.



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Job Requirements

- Ability and availability to work outside of normal business hours to complete tasks, conduct outreach, attend events and training, and represent the Agency and program at meetings (morning, evenings, weekends).
- 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.

Compensation and Benefits:

- Full-time position (40 hours per week), salaried, and permanent after 6-month introductory 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 paid vacation, sick leave, generous holidays, and professional development opportunities.
- Starting annual salary is \$80,896-\$93,719.

Updated:
March 11, 2026

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.

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.