Job Title: Program Manager
Responsible to: Program Director

Responsibilities: The Program Manager is responsible for leading, developing and implementing the Family Support and Mental Health support programs and community trainings at the Helpline Center. The Manager must be able to engage in multiple projects to create conditions for successful systems, effective staff management and program delivery.

Job Requirements:
- Master’s degree in Counseling, Psychology, Social Work or Public Health preferred.
- 2-4+ years of relevant professional and supervisory experience
- Project management experience desired
- Strong public speaking and communication skills
- Passion for community and human services necessary
- Demonstrated skills in written and verbal communication, along with excellent listening skills
- Excellent initiative, organizational skills, flexibility, and desire to assist people
- Offers of employment are contingent upon acceptable criminal background check

A. Oversee the implementation, supervision, and operations of the Family Support Programs at the Helpline Center including the following: Child Care Helpline, Caregiver Program, Older Adult Outreach Program, Health Screening and Navigation and Fall Prevention Community Health Worker Program.
   1. Implement program policies and procedures in accordance with the Helpline Center’s policies and procedures
   2. Provide reporting on a monthly and as needed basis.
   3. Participate in program evaluation to ensure projected goals are reached.
   4. Build and foster a highly effective team environment, with emphasis on accountability and positive working relationships.

B. Oversee program development and implementation of the Suicide Prevention, Grief Support, Mental Health Support Programs and Community Trainings the Helpline Center.
   1. Build and foster a highly effective team environment, with emphasis on accountability and positive working relationships.
   2. Work with the agency on program outcomes. Review and analyze reports regarding performance, including productivity, quality, service and adherence performance.
   3. Create and maintain operational policies and procedures.
   4. Ensure that the quality indicators for contractual agreements and Helpline Center’s strategic plan is exceeded.
   5. Mental Health Support Programs include: Hospital Follow Up program, Suicide Prevention programming and suicide grief support.

C. Staff is supported and trained to provide high quality services.
1. Oversee staff management, including hiring, training, scheduling, supervising and evaluation of employee performances. When required, institutes disciplinary action and recommends termination to administration.
2. Provide support and guidance to staff. Fosters a positive working relationship with the staff and agency.
3. Ensure staff communication is open and consistent.
4. Oversee staff adherence to policies and procedures and that competencies are maintained and exceeded.
5. Ensure staff is trained, supported, evaluated and debriefed with difficult client situations.
6. Develop processes to ensure that service delivery is seamless and that staff is cross trained to meet information/referral needs, emergencies and crisis situations.

D. Respond to 988 calls and texts
1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance and communication to callers following policies and procedures.
3. Contact Connection Center Leadership or back-up staff as necessary.
4. Complete suicide and community assessment follow-ups according to procedure.

E. Professionalism
1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff’s ability to reach goals and provide a high level of customer service.
4. Develop professional and personal growth through opportunities and involvement.

F. Additional Duties
1. At times, staff will be required to perform additional duties beyond those specified.

Hours:  Exempt FT position. Office hours, 8 a.m.-5 p.m. or as required.
Updated:  July 2023

Employee Signature                                Date

Supervisor Signature                               Date