



## **JOB DESCRIPTION**

**Title:** Central Intake Program Manager  
**Classification:** Full-Time/Exempt  
**Reports to:** Clinical Director

### **Overview**

POWER's mission is to help women reclaim their lives from the disease of addiction to alcohol and other drugs, and to reduce the incidence of addiction in future generations. We are an agency committed to providing quality gender-responsive, trauma-informed treatment and recovery supportive services to women with substance use and co-occurring disorders.

The Central Intake Program Manager, who is a member of POWER's Program Leadership Team, will set the example by providing overall management of the program in a way that reflects gender-responsive and trauma-informed care. As the Program Manager, this role is expected to endorse POWER's mission, philosophy, policies and procedures, while supporting new initiatives and contributing to the growth of the program. The Manager will be responsible for encouraging creative thinking of staff by being one themselves in an environment that values the client experience.

### **Essential Duties and Responsibilities**

- Provides program management and oversight of day-to-day activities in a manner that furthers the mission of POWER.
- Provides leadership, mentoring and direction to the Intake team ensuring a smooth, efficient, and effective process for managing and coordinating all referrals.
- Provides supervision to the Clinical Supervisor and works in conjunction with the Supervisor to ensure accurate, high quality assessments with appropriate recommendations for treatment.
- Provides supervision and guidance to the Intake Specialists, ensuring timely and accurate screening and timely scheduling of assessments.
- Develops, implements, and monitors processes and systems that are responsive, trauma-informed, and helpful in facilitating access to care for individuals and referrals sources seeking services.
- Develops and maintains collaborative relationships with community organizations and service providers; and works to enhance the effectiveness of intra and interagency relations. Maintains good public relations with all referral sources and the larger health and human service community by serving as an ambassador of all POWER programs and marketing the program as needed through outreach activities and an annual open house.
- Works with the Clinical Director to develop creative quality programming that is gender and culturally sensitive, utilizes evidence-based models, and reflects best practices in the fields of addictions and mental health treatment; and helps to operationalize the agency's mission, values, and initiatives.

- Provides reports to the Clinical Director regarding major initiatives, personnel issues, budget concerns, and recommendations for program improvement. Use data and outcome information to assess effectiveness of programs and to help guide discussions about program improvements.
- Develops, updates, and maintains program specific procedures as needed to support agency policies and initiatives and to enhance program operations. Recommends updates to Agency Program Manual policies and procedures and all other manuals as needed. Ensures program staff has access and understanding of all agency and program specific policies and procedures.
- Supervises and leads program staff in a way that reflects trauma-informed principles. Conducts performance evaluations on supervisees in a timely manner and provides consistent feedback with regard to meeting program objectives and position responsibilities. Uses coaching and counseling effectively to help staff meet professional and agency goals.
- Ensures training needs of program staff are met and assists with development of Annual Training Plan that is consistent with regulatory requirements, agency mission and initiatives, and staff's professional goals.
- Ensures that all program activities are being carried out as defined by the agency and help identify barriers and offer solutions for effective implementation of program activities. Maintains adequate staffing for program coverage.
- Facilitates team and other staff meetings in a professional manner that builds team cohesiveness and collaboration.
- Maintains the program at capacity and works with program staff and the Clinical Director to address issues related to utilization.
- Participates in the recruitment, hiring and retention of Central Intake staff.
- Monitors maintenance of the facility and equipment and effectively problem solves to address issues in a timely manner to ensure the health and safety of clients and staff, as well as to comply with state, county, and local requirements. Works collaboratively with Facilities Manager.
- Assists in development of program budget and implements the program within the budget.
- Monitors data collection and submission so as to ensure the transfer of timely and accurate data that can be used for billing and outcomes measurement purposes.
- Develops, implements, and participates in quality assurance activities to ensure quality of service delivery that reflects best-practices and ensures that all record keeping requirements are met by all staff members in a timely manner.
- Participates in all staff development and training as required.
- Remains knowledgeable about and maintains personal and program compliance with internal and external policies, procedures, regulations, and standards; including, for example, all of POWER's policies and procedures and Quality Assurance Plan, DDAP requirements, State Licensing regulations, County Monitoring requirements, and managed care/insurance regulations. (Includes all laws and regulations related to the confidentiality of D&A clients.)

**Requirements**

- Master's Degree in Social Work, Counseling, or related field and a minimum of five (5) years of clinical experience in a drug and alcohol or mental health setting, two (2) of which have been in a supervisory capacity, and preferred to have at least one (1) year experience in a licensed treatment facility. Or, Bachelor's Degree in Social Work, Counseling, or related field and PCBC certification, with a minimum of six (6) years of experience in a drug and alcohol or mental health setting; three (3) of which have been in a supervisory capacity, and preferred to have at least two (2) years experience working in a licensed treatment facility. LCSW or LPC preferred.
- Experience working across multiple systems preferred.
- Strong leadership and organizational skills, and ability to develop effective teams and build consensus.
- Ability to balance clinical supervision with facility/program management.
- Excellent written and verbal communication skills.
- Value and exhibit excellent customer service.
- Excellent computer skills.
- Valid PA driver's license.
- Self-directed and flexible to meet the needs of administration and management, and ability to manage multiple tasks.
- Understand and support a trauma informed system of care.
- Model and support clients and staff in health and wellness activities and with using healthy coping skills.
- Support organization's mission with a sensitivity of cultural diversity and workplace harmony.
- Ability to secure Act 33 and 34 clearances.

**Working Conditions**

- Ability to work flexible and non-traditional hours as needed to provide coverage in crisis situations, and to work the hours necessary to complete the work.
- Ability to climb stairs and to lift light boxes of office supplies.

**Disclaimer**

- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to do this job at any time.
- This job description reflects management's assignment of essential functions; it does not restrict or prescribe the tasks that may be assigned.

- Critical features of this job have been described in the narrative. They may be subject to change at any time due to reasonable accommodation or other reasons.

***POWER is an equal opportunity employer and provider***

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(06/18)