



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

Job Description

Job Title: Program Manager

Department: Peer Support Services

Position Status: Full Time; Non-exempt

Expected Pay Rate: \$24.04/hour

Supervised by: Director of Community Services

General Statement of Duties:

The Program Manager is responsible for coordination of peer initiatives within the Agency, including those at Riverview Apartments and the Wishing Wellness Center.

Specific Duties or Typical Work Activities:

- Ensures effective utilization of program resources and timely delivery of services to clients
- Creates and maintains a supportive, positive environment which is conducive to forming working relationships with clients from varied backgrounds and life circumstances
- Establishes and coordinates staffing schedules and training opportunities
- Provides regular, ongoing supervision and guidance to staff
- Ensures program compliance with standards, policies, and regulations
- Supports staff in the development and delivery of activities that help clients achieve individual goals in life areas such as health & wellness, employment, and education
- Develops and maintains cooperative relationships with community partners
- Promotes, develops, and/or coordinates peer initiatives and activities within the Agency and in the community
- Assesses and reports program data outcomes to the Agency, community partners, and funding sources
- Develops and implements policies and procedures as required or recommended
- Other related duties, as assigned

Required Knowledge and Skills:

- Knowledge of mental health and co-occurring disorders, including knowledge about diagnoses, treatment options, and recovery concepts
- Excellent written and verbal communication skills including, but not limited to good interpersonal skills, ability to adjust communication style based on audience, and the effective use of electronic communication
- Proficiency with Microsoft Office, Internet and web-based software applications
- Strong attention to detail and organizational skills
- Ability to prioritize, plan and complete work projects

Qualifications:

- Bachelor's Degree and experience with peer programs and community services is preferred
- NYS Certified Peer Specialist (NYCPS) credential is required
- Prior management and/or supervisory experience is required
- Valid NYS Driver License, acceptable driving record, and proof of adequate insurance coverage is required

Additional Expectations:

- Must work the expected hours of 8:30am to 4:30pm, Monday through Friday
- Must comply with all Agency policies and procedures, using the program policy & procedure manual as a reference
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or service provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, agency operations, or personnel of the agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets