

**Job Title:** Program Supervisor  
**Department:** Programs / Workforce Solutions  
**Reports To:** Workforce Program Manager  
**Location:** Sacramento  
**Position:** In-office with potential for a negotiable hybrid model  
**FLSA Status:** Exempt  
**Salary Range:** \$70,000 - \$90,000

## **SUMMARY**

The Program Supervisor provides policy, organizational, and practice-level expertise. This individual will assist in assuring projects and programs align with the interests and needs of the diverse consumer population represented by participating counties. The supervisor plays a team lead role in maintaining collaborative partnerships with local county leadership, implementation teams, local and state organizations, local and state advocacy organizations, the State Mental Health Services Oversight and Accountability Commission (MHSOAC), and other state system partners.

The following is intended to describe the general nature and level of work being performed. This is not an exhaustive list of all responsibilities, duties, and skills required of the person holding this position. These responsibilities are subject to change with or without notice based on needs. CalMHSA is committed to providing staff with a comfortable work environment that enables its employees to work to the best of their abilities.

## **A. PRINCIPAL DUTIES AND RESPONSIBILITIES**

The employee shall be asked to fulfill all of the following essential functions:

- Provide support on project matters, including but not limited to, stakeholder correspondence, presentation preparation, calendaring, travel planning, event planning, board reports, program related committees and taskforces.
- Serves as the team lead to assist with writing assignments, such as meeting staff reports, presentations, program reports, meeting agendas, minutes, etc.
- Provides Technical Assistance/consultation to Cities/Counties on their activities and integration into program/project activities.
- Assist Manager with organizing monthly project calls.
- Provide instructional leadership to program staff.
- Assists with assigned CalMHSA events, including but not limited to; board meetings, strategic planning and taskforces.
- Participates in meetings as related to special assignments.
- Tracks milestones and events on master calendar.
- Support activities related to dissemination of information, preparation of marketing materials, scheduling and calendaring.
- Identify opportunities for improvement and makes constructive suggestions for

change.

- Follow and implement CalMHSA policies and procedures.
- Other duties as assigned.

## **B. EDUCATION/EXPERIENCE/TRAINING**

- A bachelor's degree in healthcare administration, health/mental health service delivery, organizational development, or related field, or equivalent experience.
- Four (4)+ years leadership experience in successfully leading teams with more than 6 staff.
- Program and project management experience.
- Excellent speaking and writing skills.
- Excellent collaboration and team-focused skills and experience.
- The preferred candidate may have the following additional qualifications:
  - a) A person with lived experience as current or past consumer of mental health or co-occurring behavioral health services.
  - b) A family member of a person with lived experience.
  - c) A parent of a person with lived experience.

## **C. KNOWLEDGE, SKILLS, AND ABILITIES**

- Detail-oriented with a focus on error-free work.
- Competent in performing job duties outlined in the job description.
- Dedicated to providing excellent customer service to all stakeholders.
- Demonstrates ethics, integrity, and exceptional service while fostering collaborative relationships with clients and staff.
- Willingness to learn and take on additional tasks beyond the job description.
- Applies common sense, works independently, possesses excellent analytical skills, and conducts efficient research.
- Knowledgeable and professional in answering inquiries.
- Capable of following directions from multiple individuals and meeting time demands.
- Intermediate to advanced proficiency in Microsoft Office Suite (Microsoft 360).
- Strong written and verbal communication and interpersonal skills.
- Ability to multitask and adapt quickly to changing priorities.
- Effective in a fast-paced office environment.
- Skilled in defining and communicating expectations.
- Team-oriented mindset.
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#### D. WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

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- Sit for long periods of time.
- Normal physical strength and ability to lift and maneuver routine office materials, equipment and tools.
- Lift and/or move boxes up to 25 pounds.
- Normal hand, finger, and eye coordination and dexterity.
- Normal ability to stoop, kneel, and crouch.
- Normal physical mobility, which includes movement from place-to-place on the job taking distance and speed into account.
- Mental effort:
  - The incumbent must spend long hours in intense concentration. The incumbent must also spend long hours on the computer entering information which requires attention to detail and high levels of accuracy.
  - There are a number of deadlines associated with this position, which may cause significant pressure. The incumbent must also deal with a wide variety of people on various issues.
  - Normal complexity of decision making.
  - Normal time pressure of decision making.
  - Normal memory, taking into consideration the amount and type of information.

#### E. COMPENSATION

Final salary is based on the employee's performance review results, benchmarking data, and analysis of the most current salary surveys.

CalMHSA has developed a comprehensive set of employee benefit programs to supplement employees' regular wages. The benefits represent a hidden value of additional income. The *CalMHSA Employee Handbook* describes the current benefit plans maintained by the company. Refer to the actual plan documents and summary plan descriptions for specific details of the benefit plan.

CalMHSA reserves the right to modify and/or terminate its benefits at any time.

#### F. IT CLASSIFICATION

CalMHSA assigns equipment based on each position's role and responsibilities. CalMHSA may choose at any time to vary assigned equipment based on additional needs of the employee or position.

## **G. ADDITIONAL REQUIREMENTS OF THIS POSITION**

- This is an in-office position located in Sacramento, CA. The position may negotiate a hybrid model.
- Travel to the Sacramento area, and other potential areas as needed.
- Working nights, weekends or holidays may be required/necessary.

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.