PROGRAM MANAGER

Job Title: Program Manager  
Department: Peer Program and Workforce Development  
Reports To: Director, Quality Assurance and Compliance  
FLSA Status: Exempt

SUMMARY
The Program Manager provides overall policy, organizational, and practice-level expertise. This individual will provide guidance to the California Mental Health Service Authority (CalMHSA), assuring overall projects and programs align with the interests and needs of the diverse consumer population represented by participating counties. The Manager creates and maintains collaborative partnerships with local county leadership, implementation teams, local and state Peer organizations, local and state advocacy organizations, the State Mental Health Services Oversight and Accountability Commission (MHSOAC), and other state-level partners. This individual is responsible for assuring CalMHSA is responsive to and informed by the voice, strengths, and preferences of the communities it represents.

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:

- Support Program Director and Management Team on project matters, including but not limited to, stakeholder correspondence, presentation preparation, calendaring, travel planning, event planning, board reports, program related committees and taskforces.
- Works collaboratively with staff to develop and complete writing assignments, such as meeting staff reports, presentations, program reports, meeting agendas, minutes, curriculum development, etc.
- Provides Technical Assistance/consultation to Cities/Counties on program activities and integration of program/project activities, including interested stakeholders.
- Leads and organizes program activities to best support program goals and objectives.
- Assists on all CalMHSA events, including but not limited to, Board meetings, strategic planning and taskforces.
- Represents and participates in agency meetings and state-level meetings as necessary.
- Maintains a master calendar of related project milestones, national conferences, research and publications, and other related events that support project needs.
• Performs project management activities to meet project goals and objectives
• Supports program activities related to dissemination of information, preparation of marketing materials, scheduling and calendaring.
• Assembles, manipulates, and analyzes data from various sources and assists with research and data analysis on topics related to CalMHSA initiatives.
• 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.
• Must be 1) a person with lived experience as current or past consumer of mental health or co-occurring behavioral health services or 2) a family member of a person with lived experience or 3) parent of a person with lived experience.
• Seven to 10 years leadership experience leading service delivery.
• Experience with management of programs and project management.
• Excellent speaking and writing skills.
• Excellent collaboration and team-focused skills and experience.

C. KNOWLEDGE, SKILLS, AND ABILITIES
• Attend to detail and error-free work.
• Competent performance of job duties outlined in this job description.
• Dedicated to providing excellent customer services to all Members, Partners, contractors, and employees.
• Follow and implement CalMHSA policies and procedures.
• Demonstrate dedication to performing all required tasks and duties with ethics and integrity providing exceptional service while maintaining healthy collaborative relationships with clients and staff.
• Identify opportunities for improvement and makes constructive suggestions for change.
• Demonstrate a willingness to learn and attempt to perform tasks not specifically addressed in this job description.
• Ability to respond to inquiries in a knowledgeable and professional manner.
• Ability to accept and follow directions from multiple people.
• Ability to meet the time demands associated with working with multiple people.
• An intermediate to advanced knowledge of Microsoft Office Suite (Microsoft 360).
• Professional written and verbal communication and interpersonal skills.
• Ability to prioritize work and quickly change course.
• Ability to work effectively in a fast-paced office environment.
• Ability to define and communicate expectations.
• Ability to function as part of a team.
• Dedication to performing all required tasks and duties while maintaining the highest
level of integrity, providing exceptional service, and maintaining healthy relationships with clients and coworkers.

CULTURAL HUMILITY – The incumbent understands and applies cultural humility principles in the work product, their interactions with others, including members of the organization, its Membership, and the communities served by the organization.

COMPUTER SKILLS – Demonstrate the ability to use a computer and applicable computer software effectively. Intermediate knowledge of Excel & Word, Adobe, PowerPoint, and Outlook. Experience with DocuSign and any other project management product software is required.

LANGUAGE SKILLS and MATHEMATICAL SKILLS - Demonstrate the ability to read, comprehend, and respond appropriately through written or verbal form; demonstrate tactfulness when communicating including internal communication with staff members of all levels; ability to communicate with a variety of audiences effectively. Ability to add, subtract, multiply, and divide in all measure units, using whole numbers, common fractions, and decimals.

REASONING – Demonstrate the ability to effectively apply common sense and follow through to daily tasks; demonstrate the ability to work with little or no supervision; demonstrate excellent analytical skills; demonstrate the ability to efficiently conduct research and ask appropriate probing questions to complete assignments.

PHYSICAL DEMANDS - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit and stand; use phone and headset; use hands, arms, fingers to type; answer phones; write; use calculator; demonstrate strength to lift and carry materials weighing up to 10 pounds; demonstrate clear vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone; and drive a motor vehicle on public roads and highways.

SENSORY DEMANDS - 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.

MENTAL DEMANDS - 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.

REGULAR WORK SCHEDULE – Varies depending on business needs; however, company normal business hours are 8:00am to 5:00pm, Monday – Friday.