

**Job Title:** Senior Program Manager

**Department:** Programs

**Reports To:** Chief Programs Officer

**FLSA Status:** Exempt

**SUMMARY:** The Senior Program Manager (SPM) will lead and be subject matter expert related to a number of distinct or related projects, which includes managing and overseeing successful programmatic workflow of each project. The SPM will supervise project staff and will be charged with ensuring those staff execute their job duties in an effective manner. The SPM will work closely with internal management team to ensure CalMHSA is meeting both internal and external strategic needs. In addition, the SPM will be expected to work closely with Statewide, Federal, and local leaders, which may include CalMHSA Board of Directors, State Department and Agency leadership, community stakeholders, and other key CalMHSA stakeholders.

In addition to subject matter expertise and programmatic management should help lead internal conversations amongst all staff, management teams, and smaller ad hoc groups to help improve overall organizational success.

The SPM will be expected to develop and present on their particular projects. These presentations may include to CalMHSA leadership, CalMHSA Board of Directors, County Members or committees, and other outside venues as appropriate.

As the SPM is considered a upper-level management position it may include supervision of other staff.

**MAJOR AREAS OF RESPONSIBILITY** include but are not limited to:

- Management of strategic planning in collaboration with management team, and other key staff members.
- Lead and oversee research and development of new programs which may include the development of project budgets, project staffing needs, project timelines, and reporting/evaluation requirements.
- Develop and present project related documents which could include reports, contracts, agreements, presentations, and other similar materials.
- Facilitate, lead, and be key participating staff on meetings with various stakeholders.
- Contract manage key project contracting to ensure program progression.
- Develop and negotiate contract terms and conditions
- Approval of vendor or contractor invoices.
- Provide supervisory oversight and support to staff
- Programmatic development and implementation for multiple and/or complex programs or service delivery systems.
- Plan, organize, coordinate, supervise and evaluate complex program activities

- Analyze and evaluate data and information and make appropriate recommendations
- Able to work as a member and lead a fast-paced team, including individuals who work on separate distinct projects
- Other duties as assigned

## **QUALIFICATIONS –**

### **EDUCATION and/or EXPERIENCE**

Requires a BS/BA in Business Administration, Political Science, Public Health, Psychology, Public Administration or in a similar field and 7 (seven) to 10 (Ten) years of qualifying experience or an acceptable equivalent combination of education and experience.

To perform this job successfully, an individual must be able to perform each essential functions satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Demonstrate expertise and knowledge of mental health services, mental health policies, and California public mental health system, including payment structures.
- Knowledge of Federal, state and local laws concerning mental health, health and other human service programs and applicable regulations.
- Demonstrate dependable performance and responsibility for the coordination, follow up and completion of comprehensive projects.
- Experience supervising staff of various levels and expertise.
- Demonstrate the ability to coach and motivate staff and develop high-performing teams.
- Problem solving, analytical and conflict resolution skills.
- Project Management experience.
- Perform duties requiring extreme accuracy and attention to detail

Has a strong desire to succeed in the face of adversity and demonstrates the willingness to push through challenges associated with changes and new business development.

- Uses skills as a seasoned, experienced professional with a full understanding of industry practices and company policies and procedures; resolves a wide range of issues in imaginative as well as practical ways.
- Analytic and decisive decision-maker with the ability to prioritize and communicate to staff key objectives and tactics necessary to achieve organizational goals.
- Must be willing to travel, when necessary.

**CERTIFICATES, LICENSES, REGISTRATIONS** – Valid driver’s license, in state of residence.

**COMPUTER SKILLS** – Demonstrate the ability to use a computer and applicable computer software effectively. Intermediate knowledge of Excel & Word, Adobe, PowerPoint, and Outlook. Program management tool experience is preferred.

**LANGUAGE SKILLS and MATHEMATICAL SKILLS** - Demonstrate the ability to read, comprehend, and respond appropriately through written or verbal form; 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 critical thinking throughout job duties and responsibilities; follow through on all related tasks; demonstrate the ability to execute job duties independently or as a project lead; demonstrate excellent analytical skills; demonstrate the ability to efficiently conduct research and ask appropriate probing questions to complete necessary tasks.

**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 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 several 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

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Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

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Employee Name \_\_\_\_\_

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Manager Signature \_\_\_\_\_ Date \_\_\_\_\_