



WORKING TITLE: PROGRAM SUPERVISOR	CLASSIFICATION: PROGRAM MANAGER I
DEPARTMENT: HEALTH AND HUMAN SERVICES	DIVISION: VARIES
PAY RANGE: NBYCM 24	FLSA CATEGORY: EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8832
PPE: PER WORK LOCATION	REVISION DATE: JULY 2021

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Provides a combination of direct service, clinical and/or administrative supervision, and management duties. This position directs, coordinates, evaluates, and manages organizational efforts in planning and implementation of program activities within a program area. Consults with other public and private entities in development of facilities and programs. Assists in the preparation and implementation of program budget. Provides training programs to department staff or other agencies. Assists community agencies in preparation of applications for local, state, and federal financing of programs and services. Employs and evaluates program staff. Provides leadership and assistance to the HHS Director and/or Division Manager.

SUPERVISION RECEIVED:

Works under general direction of the Division Manager.

SUPERVISION EXERCISED:

Supervises and provides clinical and/or administrative direction for program staff and volunteers.

DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:

- Assists division manager in setting program priorities
- Monitors and ensures compliance with local, state, and federal regulations.
- Designs program activities to meet service needs and advises division manager of particular program area, staffing needs, and budget needs.
- Designs program objectives and methods to evaluate success in meeting the objectives.
- Significant responsibilities for direct service/program activities.
- Designs, directs, or provides training for department staff, volunteers and other persons.
- Employs, administratively supervises, and evaluates program staff.
- Provides clinical supervision to other staff and monitors progress of clients assigned to their supervision, as necessary/directed.
- Coordinates and participates in program evaluation and research activities.
- Conducts diagnostic examinations and makes recommendations to the court or other appropriate entity which may include examinations pertaining to disposition of

- commitment petitions or pre-sentence determinations.
- Prepares necessary reports and records.
- Performs other administrative tasks as required by the division manager.

JOB SPECIFICATION

KNOWLEDGE OF:

- Rules, laws, and policies governing department operation.
- Supervisory and management principles and practices.
- Mandatory reporting requirements and the appropriate levels of information to be shared.
- Confidentiality rules, especially those specific to program area.
- Community development models, policies, and strategies.
- Community and partner agencies and resources relevant to program.
- Principles related to appropriate and relevant Oregon Benchmarks.

SKILL IN:

- Effective communication, both orally and in writing.
- Making public presentations.
- Preparing accurate reports.
- Developing, coordinating, and managing program services.
- Interviewing to acquire relevant information for service plan and delivery.
- Developing and maintaining professional relationships.
- Coaching and teambuilding.
- Designing policies, overseeing implementation of initiatives and strategies, and evaluating outcomes.
- Organizing objectives, delegating responsibility, training, evaluating subordinate effectiveness, and administering necessary development and discipline.
- Planning, organizing, and managing change.

ABILITY TO:

- Provide clinical and/or administrative direction, supervision, and evaluation to supervised staff.
- Develop and maintain effective working relationships with other employees, advisory groups, elected officials, and the public.
- Conduct planning, evaluation, and monitoring of programs and services.
- Assist in development of relevant and realistic treatment plans connected to program.
- Achieve QMHP or QMHA credentialing; maintain applicable licensure and professional development requirements as applicable.
- Recognize and understand the behavior of persons experiencing stress.
- Write concisely and perform administrative tasks, including documenting via electronic medical record systems.
- Prepare concise and complete client treatment and progress records in a timely manner where applicable.
- Evaluate program objectives and service delivery outcomes.
- Exercise initiative, be proactive, and provide supervision in crisis situations to ensure

agency oversight of actions taken.

- Interpret and apply laws and policies to specific problems related to program delivery.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

A master's degree or a combination of bachelor's degree and advanced training in a related field; and five years of relevant experience with progressive responsibilities in program administration or supervision are required. Graduate level course work and training may be substituted for up to two years' experience. Behavioral Health Management positions must have or be able to be credentialed as a QMHP or QMHA.

Any satisfactory combination of experience or training which ensures the ability to do the job will be considered.

OTHER REQUIREMENTS:

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's license and liability insurance minimums as outlined in ORS 806.070.

Must have an NPI number or be able to obtain one upon employment. Must not be excluded from participation in federal health care or federally funded programs that provide health benefits and must not be excluded from participation in federal procurement (Federal Acquisition Regulation) and non-procurement activities (Executive Order No. 12549).

May be subject to successful completion of a background check.

WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Work also involves travel to meetings. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.