



JOB DESCRIPTION

JOB TITLE: Signs of Life, Program Manager
EMPLOYER: Deaf Community Services of San Diego
DEPARTMENT: Behavioral Health
REPORTS TO: Clinical Director
ANNUAL SALARY: \$55,000-57,000 (BOE)

SUMMARY:

The Signs of Life (SOL) Program Manager is accountable to the Clinical Director and is responsible for managing the delivery of Drug and Alcohol Recovery Services to DCS clients. Primary Responsibilities include assisting with department oversight, management and coordination; providing 1:1 and group therapy, case management and advocacy for departmental clients; and coordinating outreach, training and other general social services program support. The Program Manager will also oversee the Signs of Change (SOC) sober living home for males and the Signs of Hope (SOH) sober living home for females.

DUTIES AND RESPONSIBILITIES:

- Oversee program services: planning, delivery and recordkeeping for DCS' SOL Program.
- Coordinate the Signs of Change (SOC) and Signs of Hope (SOH) recovery homes
- Provide client intake/assessment and develops individual treatment/recovery plans.
- Facilitate substance abuse treatment across various formats such as individual, group, specialty group, crisis intervention and other relevant services.
- Provide 1:1 case management and advocacy services to clients, as needed.
- Develop and assists members in developing community support and resources to further their recovery efforts and stability.
- Oversee client referrals and overall coordination of care for clients located at outsourced sober living homes and facilities.
- Lead support groups in health and wellness, co-occurring disorders, recovery planning and other necessary topics relevant to the cycle of and long-term recovery .
- Supervise and supports SOL Program staff in accordance with personnel policies and practices.
- Conduct data entry, documentation and maintenance of county required charts, reports, and outcomes measures with ASAM documentation requirements and SanWITS database system.
- Prepare program reports ensuring weekly, monthly, quarterly, biannual and annual reports are accurate and submitted to the Clinical Director.
- Conduct self-audits and adheres to quality assurance guidelines.
- Coordinate with Medical Director for compliance and client chart reviews.
- Develop and maintain engaging and positive relationships and on-going reporting as required with referents such as probation, parole, CPS, drug court and family treatment court through monthly written progress reports and timely responses to email and phone inquiries.

- Maintain confidentiality and privacy standards of client protected health information and other information and material in accordance with agency policies and applicable regulations and laws including HIPAA.
- Maintain open communication and teamwork with program staff and case managers to integrate and enhance services.
- Create a confidential, comfortable, and all-inclusive environment for clients and staff.
- Coordinate department (client and staff) events and fundraisers.

QUALIFICATIONS:

- CADAC Alcohol and Drug Certification from CCAPP or another recognized entity, minimum tier 2 of 3 certification level
- LPHA also acceptable alongside CCAPP registration
- Bachelor's degree in human services or related field
- Minimum of two (2) years' experience working with alcohol and drug-related issues/addictions preferably at a social service agency with Deaf and Hard-of Hearing people
- Knowledge of resources available in the San Diego Community
- Thorough familiarity with American Deaf Culture and an understanding of current issues related to Deaf and Hard of Hearing individuals
- Knowledge of ADA and other anti-discrimination laws
- Reliable transportation – Client transportation and sober living home visits a regular part of this role

COMPETENCIES:

- **Leadership**--Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People**--Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.
- **Customer Service**--Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Strategic Thinking**--Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Planning/Organizing**--Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Diversity**--Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics**--Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

BENEFITS: DCS offers a comprehensive employee benefit package to full-time employees which includes medical, dental, vision, life insurance and long term disability. Flexible Spending and Dependent Spending Accounts, as well as, other voluntary benefit coverages.

All employees have access to an Employee Assistance, Discount Program and 401K retirement options.

OTHER BENEFITS: Generous paid Personal, Sick and Vacation leave for full time employees. In addition, DCS observes twelve paid Holidays per year

APPLICATION DEADLINE: **Open Until Filled**

TO APPLY-submit the following:

1. Resume, typed; and
2. Cover Letter, video in ASL

Email: careers@dcsosfd.org

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1545 Hotel Circle South, Suite 300
San Diego, CA 92108

Fax: (619) 398-2444