



Clubhouse Manager

Position:	Clubhouse Program Manager
Department:	Behavioral Health Department
Accountability:	Deputy Director
Job Status:	Full-Time
Classification:	Hourly, Non-Exempt
Salary:	\$50,000 to \$54,000

GENERAL DESCRIPTION:

The DCS Clubhouse is a community center for deaf and hard of hearing individuals living with mental health challenges including co-occurring substance abuse use to work on their recovery journey. The Clubhouse Program Manager will be accountable to the Deputy Director for the daily oversight and management of the DCS Clubhouse. The Program Manager will ensure that the Clubhouse provides a warm, safe, and positive environment for members to fully engage in their recovery process and work towards their vocational, educational, housing, and social goals.

ESSENTIAL JOB FUNCTIONS:

- Program management, including oversight of required annual, quarterly, and monthly reports
- Provides direct services through empowerment with individuals, groups, and family members
- Participates & facilitates outreach efforts, presentations, workshops, and educational events
- Maintains required documentation and client files in compliance with County documentation regulations utilizing Electronic Health Record ClubHOMS.
- Maintains an updated inventory of equipment, office supplies and general department items
- Responsible for Clubhouse staff relations and supervision in accordance with agency policies and procedures
- Participates in the development of Clubhouse policies and procedures, in alignment with County compliance requirements, and to be trained in model implementation and fidelity such as the Peer Employment Training (PET), Wellness Recovery Action Plan (WRAP) and Whole Health Action Management (WHAM) model and contributes to a culture of positivity in the workplace
- Maintains confidentiality and privacy standards in accordance with agency policies and applicable regulations and laws including HIPAA
- Participates in the agency/department annual planning and evaluation process
- Ensures that program is adhering to fiscal and administrative timelines for regular ongoing activities, as well as periodic adjustments pertaining to contracts and transfer of expenses
- Facilitates team meetings to review member cases, provide trainings, and similar projects.
- Manages conflict resolution through restorative approaches with staff, members, and the community.
- Assists Deputy Director in preparation of annual budget and ensures that expenses incurred are within budget
- Participates in contract-based renewal process, revisions, and compliance
- Other duties as assigned

EMPLOYMENT STANDARDS:

Qualifications:

- Bachelor's Degree in Behavioral Health field, preferred. Other related degree such as in rehabilitation or social work, also acceptable
- Minimum 1 year program management experience
- Experience in working in mental health field with DHH individuals
- Knowledge and understanding of mental health and recovery/SUD issues found within DHH populations
- Knowledge of San Diego resources and public transportation, preferred

Skills:

- Fluent in American Sign Language
- Ability to communicate effectively with a wide variety of communication styles within DHH communities
- Develop rapport and trust showing compassion while listening to find appropriate solutions
- Strong advocacy and case management skills, able to handle stressful situations work well under pressure
- Ability to work well in a multi-disciplinary team-oriented, diverse environment
- Effective management and leadership skills/techniques
- Flexibility and strong organizational skills
- Manage time well, prioritize and multi-task
- Understand and carry out verbal/written directions
- Effective communication skills, including presentation skills

CORE COMPETENCIES

- **Visionary Leadership** - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **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.

- **Delegation**--Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Adaptability**--Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events

AT-WILL: Employment with DCS is an "At-Will" relationship. DCS is an Equal Opportunity Employer.

Sign

Date

Supervisor Signature

Date