



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Club House Program Manager</b>
<b>REPORTS TO:</b>	Executive Director
<b>STATUS:</b>	Exempt Full Time
<b>ANNUAL SALARY:</b>	\$70,000 - \$75,000

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## SUMMARY

As the Club House Program Manager, you provide direct client services daily. Working with department staff, you oversee day-to-day operations and provide essential structure, direction, and support. Collaborating with other department leaders, you contribute to the overall success of the organization. Working closely with the Executive Director, you develop strategies for success in program operations, networking, fiscal management, and policy development.

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## JOB RESPONSIBILITIES

### WITH DIRECTOR'S GUIDANCE & APPROVAL:

### **DIRECT SERVICE RESPONSIBILITIES:**

#### COMPLIANCE & PROFESSIONAL STANDARDS

##### DCS

- Uphold the standards of DCS in alignment with its mission, guiding principles, and service quality expectations.
- Maintain familiarity with and adherence to relevant Federal, State, and County laws and regulations, including ADA, HIPAA, mandated reporting, confidentiality, and professional ethics.
- Required ongoing training relevant to mental health services.
- Attend required meetings and trainings, including staff meetings, county meetings, team meetings, and mandated trainings.
- Contribute to the upkeep of a welcoming, professional, and safe office environment.

##### CLUBHOUSE

- Uphold the established structure and operations of Clubhouse (as designed to align with Clubhouse International standards and expectations, as well as San Diego County Behavioral Health Services compliance oversight team).
- Maintain current certification of Peer Support Specialist training
- Adhere to and uphold the standards of San Diego County OHPOH's guiding principles and ethics.

## **DIRECT CLIENT SERVICES (1:1)**

- Conduct intake assessments, set goals, and provide ongoing case management services in compliance with County documentation regulations utilizing Electronic Health Record ClubHOMS.
- Utilize Salesforce for client intake and case notes to ensure cross department tracking and efficiency
- Evaluate client needs and provide appropriate advocacy, referrals, and resources.
- Empower clients through education, self-advocacy support, and confidence-building by guiding and educating clients on their rights.
- Accompany clients to off-site appointments as needed to provide advocacy and communication support.
- Track client cases to ensure timely, efficient, and effective service delivery.
- Maintain accurate and timely documentation, including case notes, reports, and outcome tracking for quality assurance and program evaluation.

## **GROUPS & WORK ORDERED DAY**

- Uphold the established structure and operations of Clubhouse's daily Groups (Units) and Goals, Tasks, and Care Lists (Work Ordered Day).
- Encourage peer support, social connection, and member involvement in Group activities and discussions (Units), guiding members in signing up for and participating in Group Goals, Tasks, and Care Lists activities (Work Ordered Day), providing support as they carry them out.
- Research and familiarize oneself with current mental health recovery tools to integrate and model into daily activities and interactions.

## **DEPARTMENTAL MANAGEMENT RESPONSIBILITIES:**

**Operational Management:** Provide structure and direction for the entire department, ensuring each staff member understands their role and contribution to organizational objectives. Utilize staff's job descriptions, department policies, and DCS policies to establish clear expectations, goals, tasks, and timelines. Oversee and monitor progress; assess barriers to success and how to overcome them. Provide regular constructive feedback on work performance and guidance for professional development. Fully understand and be able to accurately perform the roles, responsibilities and duties of each position in the department in order to best provide support to staff or conduct the required duties as needed. Always adhere to proper processes of documentation.

**Interpersonal Management:** Support staff in navigating interpersonal growth and challenges in the workplace. This involves being a source of guidance, coaching staff in developing effective communication skills, conflict resolution strategies, and individual wellness. Responsible for reframing challenges, facilitating open dialogue, and exploring solutions among team members. Foster a sense of shared purpose by ensuring staff understand and are committed to the department's role in advancing organizational goals. By setting an example of grounded professionalism and emotional maturity, managers serve as leaders, guiding their staff through interpersonal challenges with wisdom and integrity. Always adhere to proper processes of documentation.

## **ADMINISTRATIVE RESPONSIBILITIES:**

**Administrative Organizational Leadership**

This role is also part of the Leadership Team within DCS, which consists of all department managers and directors, alongside the Executive Director and Executive Assistant. The Leadership Team at DCS supports each department's goals, collaborating to align initiatives and maintaining cohesion in pursuit of the organization-wide mission. Through this dual focus on departmental leadership and organizational alignment, managers drive both department staff performance and the broader mission of DCS.

**Administrative Strategic Collaboration:**

Actively works directly with the Executive Director collaboratively to develop and implement strategies for success by continually analyzing program operations, staffing, networking, financials, and budgets (donors, sponsors, grants), contracts, as well as developing statistics, reports, marketing strategies, and refining or restructuring policies and practices.

**Administrative Bridge:**

Actively connect the Executive Director's collaborative strategies with departmental operations in a continuous facilitation of back-and-forth flow. This means translating organizational strategies to department staff by explaining and guiding tasks, structures and procedures, while then also reporting observations of department operations back to the Executive Director in order to collaboratively assess alignment, stability, and opportunities for growth.

**Administrative Data, Reporting & Contract Compliance:**

- Conduct program assessments and track data to monitor trends and outcomes effectively.
- Analyze data and refine program approaches to maximize success.
- Prepare comprehensive financial reports monitoring budgets, sponsorships, donations, and fundraising efforts.
- Prepare detailed quarterly reports and program highlights for board meetings.
- Prepare reports and program highlights for DSS reports.
- Ensure staff adherence to case management and compliance standards throughout service delivery.
- Oversee organization and checks of inventory and supplies for the department

**Administrative Representation & Outreach:**

Professionally represent DCS and the Deaf community at relevant meetings and events as exhibitors, presenters, guest speakers, or general representatives. Lead public awareness efforts to enhance understanding of Deaf culture and its diversity among hearing individuals and organizations. Manage, delegate, and collaborate with department staff to assess, coordinate, and implement successful community workshops. Proactively maintain a strong, healthy network while strategizing the expansion of partnerships and resources with:

- Donors, sponsors, and fundraising entities
- Schools, districts, educators, and key stakeholders

- Hospitals, doctors' offices, medical boards, medical groups, doctors, nurses, EMTs, fire departments, police departments, and other local, state, and federal agencies
  - Local businesses and community organizations
  - Other organizations, agencies, businesses, or relevant individuals
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## **QUALIFICATIONS:**

### **EDUCATION & EXPERIENCE**

- Minimum of 2 years of management experience
- Minimum of two years experience providing advocacy, counseling, mental health peer support, teaching, or similar work with deaf and hard of hearing populations
- Bachelor's Degree in Human Services or a related field, preferred
- Master's in Counseling, Rehabilitation, or Social Work, desired
- Skilled in coaching and mentoring staff to support professional growth, with knowledge of human resources procedures including hiring, performance evaluations, and conflict resolution
- Experienced in organizing and coordinating teams, events, and program activities to ensure seamless operations

### **CULTURAL & LINGUISTIC COMPETENCY**

- Fluent in American Sign Language (ASL)
- Strong familiarity with Deaf Culture
- Understanding of current issues impacting Deaf and Hard of Hearing communities
- Knowledge of laws protecting the rights of deaf, hard of hearing, deafblind, and deaf-disabled individuals

### **LEGAL, ETHICAL, & DOCUMENTATION STANDARDS**

- Strong knowledge of HIPAA, mandated reporting, confidentiality, professional ethics, and boundaries
- Proficient in documentation and case reporting procedures

### **COMMUNICATION & INTERPERSONAL SKILLS**

- Effective verbal and written communication; presentation skills a plus
- Strong customer service and client engagement skills
- Ability to work collaboratively in a team-oriented, culturally diverse environment
- Demonstrates initiative, collaboration, and sound judgment under pressure

### **ORGANIZATIONAL & TECHNICAL SKILLS**

- Detail-oriented, flexible, and highly organized
- Proficient in Microsoft Office (Word, Excel, PowerPoint), Outlook, and case management databases

### **PRACTICAL REQUIREMENTS**

- Access to reliable transportation

# PROFESSIONAL AGREEMENT

Working at Deaf Community Services (DCS) is a career commitment of significant responsibility and high esteem. This role requires dedication and unwavering integrity and carries great personal honor for those who serve in it.

By initialing below, I acknowledge and understand the standards outlined in this agreement, and I am fully committed to meeting these expectations through my dedication and actions. These commitments define the level of performance and conduct required to serve our community effectively and maintain the trust placed in me.

## 1. Accountability & Responsibility

I am responsible for what I say I will do. \_\_\_\_\_

I meet deadlines and follow through consistently. \_\_\_\_\_

I own my mistakes without deflecting responsibility. \_\_\_\_\_

I communicate openly and promptly when I cannot meet expectations. \_\_\_\_\_

## 2. Communication & Emotional Management

I express myself clearly, respectfully, and professionally. \_\_\_\_\_

I listen carefully and seek to fully understand before responding. \_\_\_\_\_

I manage my emotions responsibly in the workplace. \_\_\_\_\_

I address conflicts thoughtfully and constructively. \_\_\_\_\_

I maintain confidentiality and respect workplace boundaries. \_\_\_\_\_

## 3. Quality & Initiative

I hold my work to a high standard of quality and accuracy. \_\_\_\_\_

I communicate clearly in writing and speech, appropriate to the situation. \_\_\_\_\_

I take initiative and am proactive within my role, respecting and integrating approval processes as required. \_\_\_\_\_

I stay organized, prepared, and attentive to detail. \_\_\_\_\_

## 4. Teamwork & Support

I collaborate with colleagues to achieve shared goals. \_\_\_\_\_

I provide constructive feedback and accept it professionally. \_\_\_\_\_

I support my coworkers consistently and reliably. \_\_\_\_\_

## 5. Mission Alignment

I constantly remind myself why we are here and keep the mission and purpose in mind when challenges arise. \_\_\_\_\_

## **ACKNOWLEDGMENT & RECEIPT**

I acknowledge that I have received, read, and understand the job description, qualifications, responsibilities, and professional agreement associated with my position at Deaf Community Services (DCS). I understand that this document outlines the expectations, standards, and commitments required of me as an employee. By signing below, I agree to abide by the expectations and commitments described herein.

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**Employee Signature:**

**Date:**

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**Executive Director Signature:**

**Date:**

**Welcome to Deaf Community Services of San Diego**