

MHSAS Program Manager 1

Job Announcement

Organization Description

The Division of Mental Health Services is responsible for planning and promoting a comprehensive array of services and supports for individuals of all ages, living with mental illness, co-occurring disorders, and/or serious emotional disturbances. This is accomplished through the creation, expansion, and oversight of community-based programs and community support services. Initiatives include affordable housing programs; homelessness prevention services; 24-hour crisis services; wellness and recovery services; peer recovery services; suicide prevention services; geriatric services/PASRR services; disaster MH services; a comprehensive System of Care-based child, youth, and family supports services.

Summary of Position

Under supervision of Assistant Director of Housing and Homeless Services, the Program Manager 1 position shares responsibility for day-to-day administration and management of more than 100 agency contracts for the provision of over 15 community-based housing and homeless support programs. The Program Manager I will be responsible for directly managing multiple Housing and Homeless Services programs within the Office. Specifically, the position is responsible for many of the administrative management duties associated with the Creating Homes Initiative, including the Creating Affordable Housing, Creating Homes Initiative 2.0, and the Creating Homes Initiative 3.0 grants, among other programs. Contracts administration and program management includes, but is not necessarily limited to, development and processing of annual contracts and amendments; budget invoicing; contract and property documentation tracking; program services delivery guidance and technical support; collection and analysis of program data reports; monitoring and approving contract spending; monitoring of program contract compliance; provision of program consultation, training, and technical assistance; program development; and program quality enhancement.

Requirements

Contract development, management, and oversight

- Oversee both short-term and long-term goals of assigned programs and contracts.
- Develop annual contracts and needed amendments, initiate timely contract and amendment processing, and monitor timely contract and amendment approval.
- Communicate with contract agencies regarding contract changes, contract funding, and budget requests.
- Review program data reports submitted by agencies for timeliness, data quality, and effectiveness in meeting program process and outcome goals; suggest and oversee implementation of data system adjustments and enhancements as indicated.
- Develop and support collaborative relationships with staff of contract agencies.

- Oversee and ensure that all program goals are met or exceeded. Oversee implementation of program service delivery adjustments needed to meet program goals and program improvement plans. Negotiate and oversee implementation of program plan adjustments with agencies as indicated.
- Oversee and ensure timely and accurate submission of required program data by local providers, ensuring all contracted reporting requirements are met.
- Oversee and approve monthly payments to contractors; monitor provider spending patterns, facilitating adjustments in spending patterns as indicated; negotiate and implement budget revision requests as indicated.
- Perform formal monitoring of programs according to state and federal guidelines.

Knowledge, Skills and Abilities:

- Knowledge of business and management principles involved in strategic planning, leadership technique, and coordination of people and resources.
- Knowledge of administrative procedures and systems including word processing, file and data management, and time management.
- Knowledge of principles, methods, procedures and evidence-based practices of behavioral health treatment and recovery and homelessness intervention.
- Demonstrated skills of critical thinking, active listening, verbal and written communication.
- Demonstrated skills in determining how systems work and how changes will affect outcomes.
- Skills in management of financial resources, analyzing program data to determine goal achievement and needed adjustments.
- Skills in facilitating interaction with contract agency staff to optimize program goal implementation while maintaining cordial working relationships.
- Skills in identifying measures or indicators of system performance and actions needed to improve or correct performance of the system.
- Ability to read, listen, and understand information and ideas presented in writing and verbally.
- Ability to communicate information and ideas verbally and in writing.
- Ability to add, subtract, multiply, and divide quickly and correctly.
- Ability to identify or detect a pattern in verbal and written information.

Education / Experience

Minimum Qualifications:

- Bachelors or Master's degree in a social or behavioral science field.
- 5 or more years of professional experience in mental health and/or substance use disorder programming.
- 2 or more years in program monitoring, evaluation, planning, or coordinating program activities.
- Government and grants/projects administration experience.
- Administrative experience in developing/creating housing is preferred.
- Experience in data aggregation and analysis.

- Experience in housing and/or homeless services is preferred.

TDMHSAS is an AA/EEO/ADA employer.

Pre-employment criminal background check and drug testing is required.