



# Program Manager of Veterans Services

**Job Code:** PRMGR - 122  
**Revision Date:** Dec 21, 2018

**Salary Range:**  
\$27.22 - \$44.54 Hourly  
\$2,177.60 - \$3,563.20 Biweekly  
\$56,625.00 - \$92,633.00 Annually

**FLSA:** Exempt

## **Overview**

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

## **General Description**

The purpose of this job is to provide administrative supervision of assigned program. Responsibilities include program(s) implementation, management, supervision and enforcement of policies and procedures that enable consumers appropriate services as needed.

This class works independently, under limited supervision, reporting major activities through periodic meetings.

## **Duties and Responsibilities**

**The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.**

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Coordinates, assigns and reviews work and establishes work schedules; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Provides administrative and clinical supervision to Program Staff to manage day-to-day progress with provided services.
- Ensures regulatory documentation via monthly compliance audits.
- Ensures facility is functional, maintained, and in compliance with safety regulations.
- Assists with data collection for grant reporting.
- Responds to referrals and inquiries from the courts, attorneys, EHN employees, family members and the community regarding clients who suffer from mental illness and are arrested.
- Provides direct oversight of Court Services projects. Works with the Judiciary and stakeholders in creating programs such as the Mental Health Court.

- Ensures attendance at court hearings and all MH/Criminal research and documentation is complete prior to the hearings. Notifies the El Paso
- Jail of forensic patients arrivals from hospital.
- Performs other duties as assigned.

### **Minimum Education and Experience Requirements**

Requires a Bachelor's Degree in Health or Human Services, Social Services, Rehabilitation, Emergency Management or related field, supplemented by two (2) years of experience as a chemical dependency or mental health counselor, emergency management services or closely related field; or possession of any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

### **Required Knowledge and Abilities**

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

### **Physical Demands**

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Unavoidable Hazards (Work Environment)**

- None

### **Special Certifications and Licenses**

- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

### **Americans with Disabilities Act Compliance**

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

### **Other Job Characteristics**

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

**Note:** This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.