ASIAN COMMUNITY MENTAL HEALTH SERVICES
DIRECTOR OF PROGRAMS & OPERATIONS

Post Date: January 20, 2016
Deadline: Until Filled
Starting Date: ASAP
FTE: 100% FTE
Annual Salary: $80,000 - $110,000
Job Control: Executive Director
FLSA Status: Exempt

Essential Duties and Responsibilities:

Contract Management:

• Manages ACMHS Contracts, Program & Operations including budgets revenues, expenses and operational activities as assigned.

Workforce Management:

• Manages Behavioral Health Services staffing including recommending hiring, firing and implementation of policies & procedures for clinical staff to ensure compliance to contract/grant-specific guidelines.
• Manages and directs clinicians and supervisors in implementing programs, best practices, professional development, job satisfaction and staff retention.

Analysis and Forecasting:

• Develops, designs, tracks and evaluates operational metrics for all services and provides the Executive Director, and others the compilation, and analysis of information related to case assignment, productivity, billing, client satisfaction, and clinical outcomes.

Planning:

• Works with the Executive Director, and to promote and implement continuous quality improvement and quality assurance measures.
• Works to develop new enterprises, programs and contracts in accordance with the mission of the agency.

**Representation, Education and Negotiations**

• Participates in negotiations and work with organized labor workforce; and serve in committees as assigned.
• Attends and represents the agency at meetings as needed and directed.

**Special Projects**

• Performs other duties and manages special projects as assigned.

**Competencies:**

1. Strong command of MediCal and MediCare documentation and billing standards.
2. Ability to manage and supervise a culturally diverse staff.
3. Ability to manage department and agency wide budgets.
4. Communicates effectively both orally and in writing; organizes and makes presentation in public events.
5. Works independently and exercises professional judgment.
6. Demonstrated ability to work effectively as a part of the management team; maintains professional working relationship with co-workers, clients, families, community stakeholders and multidisciplinary providers, grantors, funders, and contractors.
7. Is a strategic thinker with vision
8. Promotes accountability for self and others; approaches change with positive attitude.

**Minimum Qualifications:**

1. Advanced degree or management experience and degree in social work, counseling, management or psychology; licensure in the respective field required.
2. 10+ years post licensure. Advanced degree in medicine or physical health, Public Health or Administration preferred.
3. 10+ years of progressive experience in management, program and nonprofits preferred
4. Experience in management/operations, quality improvement, leadership and supervision of staff.
5. 10+ years of delivering clinical services to culturally diverse clientele.
6. Demonstrated proficiency in electronic health record systems and all office programs and applications.
8. Valid California Driver’s license, auto insurance with bodily injury liability limit of at least $100,000/300,000 and access to use of an automobile.
9. Supports and implements the mission, vision and values of Asian Community Mental Health Services.
TO APPLY: Email cover letter, resume and two-page job application to hr@acmhs.org or mail to ACMHS, 310-8th Street, Suite 201, Oakland, CA 94607. Fax to 510.268.0202. Please see our website at www.acmhs.org for the application form. Any inquiries can be directed to hr@acmhs.org.

ACMHS reaffirms its policy and well-established practice of recruitment, hiring and promotion in all job classification without regard to race, color, age, gender, religion, national origin, sexual orientation, disability, veteran status or any category protected by law. Consistent with this policy, individual qualifications (skill, ability, prior experience and/or performance, education, etc.), are used as the basis for selecting the best candidate for employment.