

Title: Assistant Director
Reports To: Senior Director, Behavioral Health
Status & Salary: Exempt/Full Time/DOE
Program: Behavioral Health
Date of Description: July 25, 2016

General Function:

This position is responsible for assisting in the overall management and leadership of the Behavioral Health Department, including supervision and performance management functions. The Assistant Director will foster a collaborative environment within the programs by providing guidance, mentoring and coaching as appropriate. In conjunction with the Senior Director and the Senior Program Management team, this position will assist in the development of new initiatives to support the strategic direction of Behavioral Health Services. The Assistant Director will work collaboratively with the Senior Program Management team to continually review program policy and procedure. They will also work with the team to ensure adherence to all regulatory and contractual requirements, increased efficiencies through continuous process improvement, and identification and implementation of best practices. With the Senior Director, the Assistant Director will be responsible for the overall success of the Behavioral Health Department ensuring seamless team management and development, program delivery, and quality control and evaluation. As part of the Behavioral Health Management team, this position will prepare for and participate in successful contract audits and accreditation reviews, and deliver proposals for funding/grant opportunities.

Qualifications:

- Master's Degree required, Behavioral Health degree preferred
- Minimum of 5-7 years prior program management experience with at least 3 years of supervisory experience
- Demonstrated ability to effectively manage strong performing teams within a dynamically changing environment
- Intermediate level of proficiency with Excel, PowerPoint and Word
- Excellent communication (written and verbal) ,listening skills and customer service
- Ability to foster relationships within and outside of the agency
- Proven experience in creating and managing the operational infrastructure of a well-functioning department including policy/procedure development, training modules, presentations, project management, report and data analytics
- Strong sense of urgency and ownership for resolving issues
- Experience working in a fast-paced, team environment
- Ability to be creative, flexible and have strong problem solving and time-management skills
- Ability to multi-task and prioritize, both individually and for a large team
- Ability to manage to deadlines and outcome/metric based projects
- Strong, effective grant and RFP writing experience

Principal Activities:

- Overall responsibility and accountability for overseeing daily operations of all programs within the Behavioral Health Services division including Care Crisis Response Services and 211

Director of Operations Job Description

- Work collaboratively with Sr. Management staff to develop objective performance measures across all programs, to ensure consistent, high-quality evaluation and goal setting for all employees
- Provide supervision and performance management functions
- Work with the Senior Director to sustain and grow programs and services
- Develop and implement long-term goals and objectives to achieve the successful outcome of the program
- Review and develop policies and procedures to ensure optimal performance efficiencies, contract and regulatory compliance
- Identify, develop and implement best practices to ensure improved efficiency, cost effectiveness and contractual requirements are met and/or exceeded
- Work with the Senior Director, Senior Program Managers, and the Accounting Department to develop and monitor program budgets
- Provide leadership, mentoring and coaching to team members as needed
- Foster an environment of continuous improvement, open and honest communication and collaboration among all behavioral health programs
- Work closely with the Senior Program Management team to develop and implement appropriate training methods and tools for best practice
- Assist the Senior Program Management team with staff performance issues
- Prepare for and participate in successful contract audits and accreditation reviews
- Foster an environment that focuses on ensuring integrity, respect, accountability and superior service
- Process and address all complaints and grievances identified by Behavioral Health, Ombudsman, or NSBHO
- In collaboration with the Senior Director and Senior Program Managers identify, write and deliver proposals for new funding/grant opportunities
- Participate in agency, regional and national work groups as requested by the Senior Director
- Duties and projects as assigned by the Senior Director

If you wish to apply for this position, please send your resume and cover letter to:

recruiter@voaww.org.

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