

Title: IT Program Manager  
Reports To: Senior Director, Behavioral Health  
Status & Salary: Exempt/Full Time/DOE  
Program: Behavioral Health  
Date: June 2017

## **General Function:**

This position has the overall responsibility and accountability for managing the daily operations of all technology programs within the Behavioral Health Services division. The IT Program Manager will ensure that all Behavioral health programs adhere to regulatory and contractual IT requirements, including HIPAA privacy laws. The IT program manager will develop a strategy to increase technological efficiencies through continuous improvement process, systematic efficiencies and identifying and driving towards best practices. In conjunction with the Senior Director, this position will develop and oversee all aspects of data analysis, data entry and technology transmissions. The IT Program Manager will be charged with overseeing conversion into a more robust data entry system to ensure system viability and consistency. This position will assume and have the responsibility of successfully implementing these initiatives.

## **Qualifications:**

- Bachelor's degree (B. A.) in related area and five years related management experience and/or training; or equivalent combination of education and experience.
- Proficient with current operating systems and agency wide applications
- Ability to effectively present information to top management, public groups, and/or board of directors
- Strong organizational skills, detail oriented
- 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 funding opportunity and grant writing experience

## **Principal Activities:**

- Overall responsibility and accountability for managing the daily operations of all technology programs within the Behavioral Health Services division including Care Crisis Response Services and 211
- Oversee conversion from existing data entry system to a more robust platform
- Maintain operational flow of incoming and outgoing technical requests/tasks/projects
- Collaborate with the Senior Director on different strategic initiatives and be accountable for the tactical deliverables and successful implementation of these projects
- Ensure that all IT transactions are HIPAA compliant
- Identify, develop and implement best practices to ensure improved efficiency, cost effectiveness and contractual requirements are met and/or exceeded
- Participate in Regional CIS meetings and other pertinent meetings

## Behavioral Health IT Program Manager Job Description

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

[recruiter@voaww.org](mailto:recruiter@voaww.org).

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