

Title: Program Manager, North Sound 2-1-1 and Community Resource Advocate
Reports To: Senior Director, Behavioral Health
Program: Behavioral Health
Status: Exempt/Full-time
Date of Description: March 22, 2017 (revised)

General Function:

This position is responsible for the overall management and leadership of the North Sound 2-1-1 and Community Resource Advocate program including supervision of all staff, including performance management, hiring and retention, case consultations, and working collaboratively with Behavioral Health leadership in continually reviewing policy, procedures, trainings and business practices to ensure efficiencies, exceptional level of customer service and meeting Win 2-1-1 and other appropriate funder contractual obligations. This position will also represent Volunteers of America Western Washington at applicable 2-1-1 meetings, including WIN 2-1-1 NCCD meetings. This position also provides after-hours consultation as needed to support program staff in the North Sound 2-1-1 and Community Advocate program.

Principal Duties and Responsibilities:

- Perform daily, on-site management of the North Sound 2-1-1 and Community Resource Advocate program and provide after-hours consultation as needed to support program staff
- Responsible for all performance management requirements for program staff including monitoring of performance, providing real-time feedback, scheduled 1:1's with each staff, conducting annual performance reviews and initiating corrective action plans as needs
- Hire and train qualified new staff as needed
- Institute retention and motivational strategies to continually energize existing staff
- Complete all contract reporting requirements and follow up with funders to ensure timely execution of contract revisions
- Partner with the Sr. Director in pursuing new funding opportunities for 211
- Actively participate in various community meetings and initiatives as the North Sound 211 voice and representative including ACH and AHC meetings
- Proactively maintain and publish shift schedule to all staff including identifying shift coverage discrepancies
- Work collaboratively with the Sr. Director to ensure programs are conducted and meeting the requirements of contractual guidelines and other regulations
- Ensure exceptional customer service and effective, efficient program operations
- Conduct team meetings as needed including team building exercises to address any team dynamic issues as they arise
- Work collaboratively with the Sr. Director to ensure all policies, procedures and business practices are viable and up to date
- Institute quality improvement and quality assurance measures including record audits and silent monitoring of calls in order to provide real-time feedback to program staff
- Attend various 2-1-1 meetings including Win 2-1-1 NCCD meetings
- Be an active, contributing, positive member of the Behavioral Health management team
- Occasional travel to local meetings and national conferences
- Actively participate in any audit and accreditation activities
- Other projects as assigned by the Director of Operations

Qualifications:

- Minimum of a bachelor's degree in behavioral science, human services, education or related field
- Five (5) years of recent, directly related experience, including (2) years of supervisory experience

North Sound 2-1-1 and Community Advocate Senior Program Manager

- Information/referral and call center experience strongly preferred
- Must possess excellent verbal, written and customer service skills, people skills and communication skills
- Must have the ability to multi-task, apply problem-solving skills and seek out information until a solution is implemented
- Advanced level of MS office suite required

If you wish to apply for this position, please email your cover letter and resume to: recruiter@voaww.org.

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