



JOB DESCRIPTION

Title: CalAIM Program Manager	Reports to: Director of Systems Navigation
FLSA Status: Full-time (Non-Exempt)	Work Schedule: Mon.- Fri. 8:00 am – 5:00 pm (occasional evenings and weekends)
Pay: \$64,480 - \$75,000 Annually	Department: Program

POSITION SUMMARY

The CalAIM Program Manager will manage all aspects of MECCA’s work with CalAIM, develop strategies and work plans, create sustainable outreach models and a robust collaborative referral process, supervise staff, research trends in relevant subject areas to inform and develop future plans, develops, program scope and budget for the PATH CITED program, and oversee cross-departmental collaboration critical to program implementation.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

- Develops and implements programming that provides quality of care and effective services to individuals and families who qualify for CalAIM/MediCal transformation benefits
- Builds and supervises a staff team and provides training and guidance to effectively provide quality services to individuals, families, and communities who are impacted by serious mental illness and/or substance use disorder
- Develops a comprehensive, sustainable and scalable outreach model to be used to increase the uptake of CalAIM services in diverse communities
- Develops a robust collaborative referral network ensuring program participants are connected with a MECCA member agency best equipped to serve their unique needs
- Develops a screening mechanism used to best navigate services amongst community members who have less knowledge or are reluctant of up taking services
- Collaborates with the Director of Systems Navigation and senior leadership to ensure that the programs operate within budgets, and in compliance with guidelines and policies
- Ensures that delivery of program services are aligned with MECCA’s, mission, vision, and values.
- Provides effective leadership of their team’s operations
- Reviews and adheres to scope of work for the PATH CITED program according to contract guidelines
- Develops a program work plans and standard operating procedures for CalAIM programs
- Coordinates the recruitment, hiring, training, development, and evaluation of staff and provides staff with ongoing supervision, support, and training
- Provides back-up of staff positions as needed
- Collaborates and works in conjunction with other CalAIM program staff.
- Engages stakeholders in program development and enhancement activities.
- Oversees all data, metrics, and deliverables and produces high quality program reports
- Supports and participates in program audits and conducts quality assurance and utilization reviews of program services
- Collaborates with MECCA’s finance team and senior leaders in budgetary planning and reports as well as other related compliance related tasks
- Represents MECCA at program conferences, trainings, and related meetings in Orange County
- Cultivates partnerships with local providers and/or funders to provide services for the community

- Assures compliance with confidentiality and HIPAA Privacy Rules
- Supervises the ordering of supplies and equipment
- Attend trainings as required by program funding source and MECCA
- Performs other duties as assigned.

EDUCATION AND/OR EXPERIENCE REQUIRED

- Bachelor's degree or equivalent qualifications, demonstrating a solid foundation in relevant knowledge and skills acquired through formal education or professional experience
- Experience working with non-profit organizations in the health and human/social services sector preferred
- Must be proficient in MS Office Suite – Word, Excel, Power Point, Access, Outlook 365
- Experience with office procedures and equipment.
- Ability to work independently, demonstrate flexibility and pay close attention to detail.
- Demonstrated knowledge and sensitivity to cultural issues as they relate to public health
- Working knowledge of research and evaluation methods
- Strong coordination, communication and advocacy skills
- Bilingual/Bicultural in Spanish, Korean, Vietnamese, Chinese, Farsi, Arabic, Khmer or other language(s) preferred
- Valid CA Driver's License and acceptable driving record and valid car insurance
- Must pass criminal background check

SKILLS AND ABILITIES

- Must be organized, very detail-oriented, and able to multi-task and prioritize in fast-paced environment.
- Excellent written and oral communication skills.
- Must be proficient in Microsoft Word, Excel, and PowerPoint.
- Strong organization, problem solving and analytical skills.
- Ability to manage priorities and workflow.
- Ability to work under stress, with interruptions and deadlines.
- Ability to process verbal information and input this information into computer system.

COMPETENCIES

- Perform quality work within deadlines, with or without direct supervision.
- Interact professionally with other employees, participants/community members, and partners.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.
- Prepare and present presentations with appropriate technology and teaching resources
- Must be able to communicate information accurately, clearly and concisely in normal vocal tone
- Must be able to transport laptop, projector, files and/or other materials to and from meetings
- Must be able to drive to and from meetings and do site visits with community agencies
- Must possess manual dexterity sufficient to use hands, arms and shoulders to operate a keyboard, take notes, utilize office equipment, complete and file reports, and file and copy documents
- Must possess vision sufficient to read standard text and drive a vehicle
- Must possess the ability to independently reason logically to analyze data, reach conclusions and make recommendations as required in the accomplishment of job duties

WORKING CONDITIONS

Physical Demands The physical demands described here are representative of those the employee must meet to successfully perform the essential functions of this job:

- While performing the duties of this job, the employee is regularly required to stand, walk, climb stairs, sit, use hands-to-finger, handle, or feel, reach with hands and arms and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

- This is a hybrid position with assigned time spent in-office and as needed based on program requirements. This is subject to change based on the needs of the agency and program.
- Employee will spend time engaged in off-site meetings/events to promote and connect services with partners and participants.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

For consideration please submit resume to humanresources@ocmecca.org

***Currently, this employee performs job duties remotely and in person; MECCA retains the sole right to determine an employee's work location.*

The above statements describe the general nature and level of the work being performed for this position, and are not an exhaustive list of all duties and responsibilities. Multi-Ethnic Collaborative of Community Agencies' (or MECCA's) management team reserves the right to amend and change responsibilities to meet business and organizational needs.

MECCA is committed to providing equal employment opportunities to all employees and applicants, without regard to sex (including childbirth, breastfeeding, and related medical conditions), pregnancy, gender, gender identity, gender expression, sexual orientation, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, ethnicity, race (including traits historically associated with race, such as hair texture and protective hairstyles, including braids, locks, and twists), color, caste, citizenship status, uniform service member and veteran status, marital status, age (40 and over), protected medical condition (including cancer and genetic conditions), genetic information, (physical or mental) disability, reproductive health decision-making, medical leave or other types of protected leave (requesting or approved for leave under the Family and Medical Leave Act or the California Family Rights Act), domestic violence victim status, political affiliation, or any other protected status in accordance with all applicable local, state, and federal law.