Job Description

Job Title: Program Director
Location: Brooklyn, NY & Staten Island, NY
FLSA Status: Full Time, Exempt
Classification: Professional
Department: Beacon of Hope House  Program/Contract: Brooklyn & Staten Island Apartment Programs
Reports to: Assistant Director and/or Associate Director of Residential Services
Supervisory Responsibilities: Yes ☒ No ☐

Summary: The Program Director is responsible for the direct oversight of the Brooklyn and Staten Island Apartment programs, and any residential program which requires additional leadership support for any unspecified period of time. Program oversight responsibilities include but are not limited to maintaining a full program census, delivering restorative services according to resident service plans, maintaining acceptable health and safety standards for office and program spaces (including bedrooms and apartments), supervising staff performance and facilitating program improvement. The Program Director also supervises program activities such as skills groups for clients, recreation and socialization events, and all other programmatic interventions. All responsibilities noted below are applicable to the Program Director’s primary work sites as well as any additional programs the individual is assigned for coverage.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Oversees all programs’ operations. Remains available to the programs 24 hours-per-day.
- Responsible for hiring all program staff. Directly supervises all program staff. Conducts individual supervision meetings with staff and facilitates staff meetings. Conducts in-service training on a regular basis and ensures all staff are properly trained.
- Monitors compliance with all applicable safety and health code requirements and takes appropriate and immediate action to address high risk situations.
- Conducts intakes to identify potential residents, maintains a waiting list, and communicates regularly with referral sources. Maintains census as required by regulatory requirements and internal objectives.
- Works with residents to help them follow psychiatric and medical plans and approves individual service plans for each resident. Integrates multidisciplinary services with on-site care. Facilitates and/or participates in case conferences.
- Maintains case records in accordance with regulatory requirements; reviews individual case records and signs off on documentation as indicated. Ensures all paperwork and documentation is completed in a timely and thorough manner.
• Monitor submission of progress notes on a daily basis, reviews quality of documentation, and ensures such meets all regulatory standards (and where applicable, billing requirements). Submits all internal reports regarding progress notes and (where applicable, billing), as required.
• Conducts internal audits of clinical case records, financial records, and all other program documentation to ensure compliance with city, state, and federal regulations. Responsible for maintaining all program licenses, accreditation and certifications.
• Designs and implements a quality assurance and utilization review plan for the program; monitors compliance and reports regularly to Administration on the status of compliance efforts.
• Investigates and address resident complaints and grievances.
• Reviews all untoward incidents reports and directs follow-up of incidents.
• Writes staff MEMOS and Disciplinary Action to promote culture of accountability.
• Prepares written correspondence and notifications on resident related issues.
• Keep Administrators and Managers aware of significant events and issues within the program.
• Maintains productive working relationships with provider groups and referral sources.
• Serves as the Petty Cash Custodian, managing all related activities as required.
• Collects, prepares, checks, and submits all payroll materials within designated time frames.
• Adheres to, and facilitates adherence of all staff, to all CCCS and Department policies and procedures.
• Collects program fees and/or rent, maintains required documentation for such, tracks arrears and credits, submits all relevant materials and reports as required. Makes eviction recommendations and assists with eviction prevention process.
• Enforces terms and conditions outlined in client agreements, and where applicable - Leases and Lease Riders.
• Facilitates replenishment of program supplies and maintains inventory for such.
• Assists with maintenance related issues, including repairs, preventative maintenance, and work by outside vendors in the program office and where applicable, apartments.
• Where applicable, searches for new apartments for leasing and works with the landlord and Beacon’s administrative staff to secure the lease.
• Where applicable, helps to ensure compliance with LIHTC regulatory requirements, including working with residents to obtain required documentation.
• As assigned, serves as a Manager for additional residential programs by fulfilling any and all of the aforementioned job responsibilities noted above.

**Position Type and Expected Hours of Work:**

This is a full-time position. Generally, works 9:00 AM – 5:00 PM, Monday through Friday. Management positions must be available 24 hours daily by cell phone.

**Working conditions and physical demands required:**

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

• Assess and work in varied environmental conditions.
• Work with clients who require consistent and comprehensive support.
• Remain stationary at a workstation and use a computer at least 75% of the time.
Walk site(s) to inspect environment, stand in place, and bend and lift small items, 25% of the time.
Travel to program sites, including resident apartments (where applicable), using transportation, traversing streets, ascending/descending stairs, with exposure to outside weather conditions.
Traverse neighborhoods that may require a high level of alertness and awareness of surroundings.
Speaking and hearing ability sufficient to communicate effectively by phone or in person at normal volumes.
Vision adequate to read correspondence, computer screen, forms, etc.
Good manual dexterity to operate computers.

Qualifications

Education and/or experience required:

- Master’s Degree in a mental health discipline.
- License in a mental health discipline preferred.
- Computer literate with knowledge of Microsoft Office and Excel Spreadsheets.
- Five years of experience working with the mental health population required.
- Three years of supervisor experience.

Skills, Licenses, and/or competencies required:

- Excellent judgment
- Excellent clinical assessment skills
- Excellent oral and written communication skills
- Excellent organizational, time management and planning skills.
- Excellent knowledge of social service delivery systems and local resources
- Ability to engage and relate to residents, work effectively with others and demonstrate conflict resolution skills, and maintain professional boundaries.
- Ability to manage and minimize agency risk.
- Ability to appropriately assess and respond to crises and appropriately assess and respond to systems issues.
- Ability to demonstrate flexibility, creativity, and initiative.
- Ability to handle multiple tasks and shift between responsibilities.
- Ability to teach, train, and supervise others in a supervisory capacity, work independently, think strategically, work proactively, think critically, problem solve, and lead.