



CGS Family Partnership, Inc.

JOB TITLE: Program Director (PD) (*formerly Operations Manager*)

REPORTS TO: Chief Operations Officer (COO)

SUPERVISES: Care Manager Supervisors; any other assigned Care Management staff

TYPE OF POSITION: Full Time

FLSA STATUS: Exempt

SALARY: Starts at \$82,000 (+ for eligible license, language, etc.).

ABOUT CGS FAMILY PARTNERSHIP:

CGS Family Partnership is a private, nonprofit care management organization (CMO) serving Cumberland, Gloucester, & Salem counties. Our mission is to maintain the children and youth we serve safely at home, in school, and in their communities by providing support, education, and advocacy; and connecting these young people to appropriate services and resources.

POSITION SUMMARY:

Under the direction of the Chief Operations Officer (COO), the Program Director (PD) ensures effective oversight of daily care management operations. PD directly supervises Care Manager Supervisors and operations processes. They are an organizational leader expected to professionally represent CGS Family Partnership both internally and in the community. The PD may act as a back up to the Chief Operations Officer, in their absence.

QUALIFICATIONS:

- Minimum Master's degree in a relevant discipline (e.g., social work, counseling, psychology, psychiatric nursing, criminal justice, special education).
- State-issued clinical license preferred (i.e., LSW, LAC, LCSW, LPC, LMFT).
- Minimum of three years post Master's supervisory experience in related field required.
- Prior wraparound experience strongly preferred. Experience in the following a plus: community-based services, clinical services for youth/families, child/adolescent development, community relations, child/youth/family resource development, etc.
- Training & experience necessary to manage complex clinical cases across child serving systems.
- Demonstrates high ethical & professional standards, consistently exercises good judgment, discretion, and maintains the confidentiality of sensitive records and information.
- Able to effectively use computer and technology to complete required duties (Microsoft Office, Outlook, virtual meetings, mobile devices, cloud-based storage, etc.). Must also be able to effectively use electronic health records and any related or designated software or technology.
- Consistently demonstrates strong communication & interpersonal skills. Excellent public speaking & writing.
- Works well independently, as a member of a team, as a leader, and under supervision.



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- Demonstrates strong organizational, assessment, and problem-solving skills. Adapts to changing position demands and shifting organizational priorities. Prioritizes tasks & complete them in a timely manner.
- Able to consistently report in-person, as needed, for in-person meetings, training, and onsite tasks. Also able to participate in virtual meetings and complete remote work.
- Embraces the mission, philosophy, and values of CGS Family Partnership, including cultural responsiveness.
- Valid driver's license & adequate driving record required. Travel required, as needed, and may travel between multi-county sites or attend meetings/training/etc. in other parts of the state or region.
- Bi-lingual a plus.

ESSENTIAL RESPONSIBILITIES:

- Acts as a leader and professional representative of CGS Family Partnership at internal and external meetings and events. Role models the core values of the organization with high integrity.
- Updates Chief Operations Officer (CEO in COO's absence) on needs and strengths of the Operations Department.
- Assists with the modification and implementation of policies and procedures, as assigned and needed.
- Establishes and maintains professional and collaborative working relationships within and outside of CGS.
- Facilitates committees, meetings, and initiatives which support CGS' mission, as needed.
- Ensures or provides coverage in the absence of Care Manager Supervisors, as needed.
- Monitors and assesses the work of direct reports and their teams, educating and guiding them on the operational activities, policies, and procedures of the agency.
- Evaluates data and reports (deliverables; Quality Improvement and community partner reports; other documentation) to identify and address any quality improvement needs of assigned care management teams.
- Leads in the recruitment process for vacant operations positions (reviewing resumes, conducting or scheduling interviews, consulting with Human Resources on recruitment and selection).
- Provides appropriate feedback to direct reports using strength-based supervisory techniques to support quality improvement (provides regular supervision and constructive feedback, completes performance appraisals, connects to needed supports). Uses progressive discipline appropriately; consults with other leadership or departments to address supervisee performance concerns (ex: Human Resources, Quality Improvement dept), as needed.
- Accompanies and supports Care Manager Supervisors or Care Managers in their work, as appropriate.
- Facilitates and manages the enrollment and transition of referred youth and families within regulatory and procedural guidelines. Consult with internal Quality Improvement Department and external partners, as needed (i.e., CSOC, contract administrator, youth/family, system partners).
- Problem-solves and appropriately responds to issues presented by staff, families, providers and/or system partners in a timely manner.
- Identifies and facilitates needed trainings for staff. Engages in own professional development activities related to position, as assigned and self-selected.



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- Provides after-hours availability to ensure 24/7 coverage of urgent care management needs and participates in the on-call phone rotation (approximately 5 rotations per year).
- Performs other duties as assigned by supervisor or other management. The above statements are intended to describe the general nature of work being performed, not an exhaustive list of all responsibilities, duties and skills required.

** Selected candidate will be submitted to a background and motor vehicle check.*

** CGS Family Partnership, Inc. is an Equal Opportunity Employer.*