

JOB DESCRIPTION

PROGRAM DIRECTOR

MHA-NYC CHILD & ADOLESCENT CARE COORDINATION DEPARTMENT

Position Objective: The *Program Director for MHA-NYC's Child & Adolescent Care Coordination Department* leads the implementation and effective management of this new department. MHA-NYC's Child & Adolescent Care Coordination Department will provide high-quality behavioral and medical care management services to children and youth who have multiple behavioral or health needs and are currently residing in the NYC community—specifically in the boroughs of the Bronx and Manhattan. Our approach to Health Home Care Coordination is family focused and supports a strength based system of care. The Program Director will help MHA-NYC to build a behavioral and medical care management program recognized for its compassion, innovation, excellence and integrity.

The Program Director will be responsible for all aspects of the operation of care management including program practices, operations, administration, quality, fiscal performance and reporting.

The Program Director will establish and manage a Child & Adolescent Health Home Care Management Team that will serve families in the Bronx and Manhattan, with a responsibility to insure quality care management for all of the children and youth under the MHA-NYC umbrella. The Child & Adolescent Care Coordination Department by its very nature will be highly interdependent with other MHA-NYC services and support units. The Program Director will be the key communicator and team player capable of building a strong program and network with other community partners. MHA-NYC's Child & Adolescent Care Coordination Department will exist in partnership with the St. Luke's/Mt. Sinai Health Home.

Major Responsibilities:

1. Works with the Senior Director of Child and Family Support Services to provide strategic, substantive, and administrative leadership in the design and implementation of the MHA-NYC Child & Adolescent Care Coordination Department.
2. Manages daily care management performance, ensuring that children and adolescents are being connected to and seen by quality health care practitioners, managing a tracking system for missed visits and ensuring that Care Managers follow up, plan and problem solve with other child serving systems to ensure adequate care.
3. Selects, hires, trains and supports Care Coordination staff.

Other Duties and Responsibilities:

- During initial establishment of the department, will provide care coordination services to identified children & youth
- Ensure that staff are trained in CANS, MAPP and other necessary trainings to fulfill service provider requirements
- Establish billing and revenue system in conjunction with MHA-NYC's fiscal department, IT Dept. and Health Home affiliates
- Will ensure program compliance with contractual requirements and monitor program budget

- Provide ongoing, supportive, regular supervision to staff members and identify opportunities for skills development trainings.
- Prepare required reports (weekly/monthly/quarterly reports)
- Report to designated agency administrator

Required Skills

- Proven capacity to manage staff with a strength based approach
- Proven ability with administration and overall management of a multifaceted community program
- Strong verbal and written communication and organizational skills
- Ability to work in a collaborative, responsive and proactive manner with health home representatives, affiliates and all community partners
- Ability to multi task: manage micro and macro details at the same time.

Qualifications:

Eight years program experience and Masters in Human Services. Must have had operational and administrative program experience, experience with care management, having supervised staff, worked with parents and children, familiar with both clinical and organizational aspects of running a program which provides direct services to families in the community and managing multiple layers of reporting with a focus on quality and effective outcomes.

**Please send resume via email to:
amora-vargas@mhaofnyc.org**

Please include on your email subject line: 'C&A Care Coordination Department- Program Director'