# Program Manager

#### **Policy & Procedures**

### **Qualifications**

The Program Manager should hold a Master's degree in a relevant human service, mental health discipline or nursing management, have understanding of the Agency Vision and mission and be eligible to supervise Masters' University Placement Sites. The Program Manager is accountable to the Board of Directors and the Agency Constituency and stakeholders. The Program Manager should have understanding of EMDR Phase one and two and of advanced training in identifying/referring complex trauma to appropriate therapeutic resources. The Program Manager should have mezzo or macro social work background in Community Organization Model. The Program Manager will be responsible to the Board of Directors on community representation, program planning and evaluation, day to day programming integrity, safety management and the well being and accountability of the staff.

### **Job Description**

The Program Manager will work with children, adults, families and groups who may be receiving EMDR psychotherapy and those members in the community who receive social work and pre-vocational support services. Manager is representing the organization for consumer feedback purposes and for public education about the program's services and overall objectives. The Program Manager is responsible for ensuring that all programs are staffed, for scheduling and management of all accountability systems that are using the Empathic Clinical Suite Clinic Practice Management software system. This includes management of issues such as documentation, billing etc. A sample of documentation to be completed, that meets standards of quality and is meeting the federal and state regulatory and statute guidelines. The Program Manager will participate in weekly supervision and in peer review of therapeutic and organizational practice. As The Program Manager is working in a Nonfor Profit it is expected that work will often go "above and beyond the call of duty". A charitable attitude is very much encouraged. The Program Manager is also encouraged to keep the Board in the Loop of information flow, stay relevant and up to date on their own "self care". The Program Manager needs to have 21st-century technology skills and be comfortable working either online or face-to-face as needed.

## The Green Will Conservancy Inc.

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