



JOB ANNOUNCEMENT – Program Supervisor

Bill Wilson Center is a nationally and regionally recognized leader for providing services to at-risk youth and families. Our agency -- from our executive team to our line staff -- is committed to improving the lives and conditions of the people we serve. We provide direct services to more than 3,500 children, youth, young adults and families in Santa Clara County. BWC provides services that meet the cultural and linguistic needs of our whole community. We value our unique ethnic diversity as well as the LGBTQ community and non-able body community. Join us and become a difference maker at Bill Wilson Center! Find out more at http://www.billwilsoncenter.org/bwc_jobs/

SUMMARY:

The Program Supervisor is an important member of the leadership team supporting the Program Director in maintaining quality services for homeless, at risk of homelessness, foster or former foster youth in attaining self-sufficiency and improving mental health. Using a strengths based approach, Program Supervisor provides supervision to Case Managers, therapists or Housing Specialists, monitors program content, organizing and attending training sessions, implementing organization policies, purchasing supplies, problem solving, and ensuring the needs and interests of beneficiaries. The Program Supervisor also maintains program and facility regulatory compliance. They work in close partnership with the Case Managers and therapists to ensure all aspects of client's Needs and Service plans are implemented and followed. Manages daily house operations and when necessary, maintains positive neighborhood relationships.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee and manage daily program operations to ensure compliance with program policy and procedure, budgets, contract outcomes and requirements,
- Supervises Intake and assessment services for clients referred for services.
- Provides training, guidance and oversight for Case Managers and therapists in developing and maintaining quality services to all clients.
- Meet with staff regularly to review accomplishments, needs, questions, etc. Help staff grow in their positions. Monitor their performance and documentation.
- Review and maintain statistical data and complete documentation in a timely manner, including submitting reports on all contracts.
- Monitor program outputs and outcomes to ensure success.
- Coordinates and facilitates regularly scheduled meetings such as case reviews, individual supervisions and staff meetings.
- Provides case management or counseling services for clients in the absence of the site case manager or other provider. May carry a partial caseload of clients
- Attend agency and other program meetings as appropriate.
- Must be able to communicate effectively, get along with coworkers and management and deal effectively and professionally under pressure.
- Regular attendance is a requirement of the position.
- Work with outside agencies to ensure quality of care for youth and their children.
- Rotating On Call Duties
- For licensed supervisors only: Provide clinical supervision to assigned interns and trainees (includes school evaluations, group supervision, clinical/practical questions, observations, co-therapy/mirror teams, internal and BBS paperwork).

Evaluate clinical assessments and treatment goals for their clients.

- Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES:

This job supervises approximately 4-6 direct reports.

QUALIFICATIONS:

Bachelor's Degree in Counseling, Social Work or related field from a four-year college or university or equivalent combination of education and experience. Housing needs and assistance experience required. Experience working with culturally diverse population. Current CPR and First Aid Certification required (or complete within 30 days of hire). Valid California drivers license with access to a personal vehicle with current insurance that can be used for company business. Fingerprinting/background check as required by the Department of Justice and/or Title XXII regulations. TB test required.

SALARY RANGE:

Benefits include 100% employer paid Medical, Dental, Vision, Life and AD&D Insurance, Long Term Disability, Employee Assistance Program (EAP), Travel Assistance Program as well as access to Flexible Spending Account for Health and Dependent Care, Pre-Tax Commuter Benefits, Retirement Plan with discretionary Employer Contribution, generous Personal Time Off (PTO) Plan and 12 Paid Holidays. In addition, we offer extensive training, mileage reimbursement, cell phone stipend, staff Wellness Program/Activities and much more!

For consideration, please submit cover letter and resume to and be sure to reference the position name in the subject line and/or cover letter:

BILL WILSON CENTER

ATTN: Resumes

FAX: (408) 244-4022

Email: resumes@billwilsoncenter.org

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Bill Wilson Center is an Equal Opportunity/Affirmative Action Employer.