

JOB TITLE: Program Director

FLSA STATUS: Exempt

GENERAL SUMMARY:

Responsible for planning, organizing, directing and controlling the management and delivery of quality client services within a defined substance abuse treatment program. In doing so, reviews clinical treatment program services and results; ensures compliance with program and Foundation standards and objectives, applicable contracts, regulations and accreditation standards. Recommends program budgets, goals, and policies; and ensures effective implementation and administration of same.

PRINCIPAL DUTIES AND RESPONSIBILITIES: (The following duties and responsibilities are all essential job functions, as defined by the ADA, except for those that begin with the word "May.")

1. Plans and administers directly, and through subordinate supervisory personnel, the effective management and delivery of quality clinical services for a defined adult or youth care residential or outpatient substance abuse treatment program.
2. Promotes continuous improvement in delivery of treatment and services through analysis of program activities and results. Researches, plans, secures approval of, and implements new or enhanced program services. Develops and revises program procedures and services as needed, implementing appropriate corrective actions to resolve problems. Ensures adherence to contracts, accreditation standards, regulations and licensure requirements.
3. Responsible for recruiting and retaining program staff. Interviews, hires, oversees the training and development of, schedules, assigns work to, evaluates the performance and competence of and, when necessary, disciplines and discharges subordinate staff in accordance with established personnel policies. Approves recommendations of subordinate managers in evaluating and disciplining employees. Ensures objectives for professional growth and development of staff are met
4. Assists with budget planning and development. Monitors program budgets; completes budget analyses and projections for Executive Director; and initiates corrective actions. Reviews financial reports to ensure accuracy and that budget and contractual standards are met. Monitors physical plant and equipment and makes recommendations for repair or replacement.
5. Develops and recommends program goals and objectives, and designs and implements appropriate plans to meet agreed-upon goals. Assists subordinate supervisors in developing and meeting goals and objectives for their areas of responsibility.
6. Conducts regular meetings with program staff to communicate program goals, objectives, and short- and long-term plans, to provide advice and guidance in resolving complex case problems and to conduct staff in-service training. Provides staff with information on changes to policies and procedures and organizational updates.
7. Periodically reviews client treatment plans with subordinate managers to ensure quality and continuity of care. Ensures level and quantity of services provided adhere to applicable contractual obligations. Randomly audits client documentation to ensure record-keeping system complies with all governmental regulations and standards.

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8. Maintains and fosters cooperative working relationships with a variety of referral resources and services, community organizations and criminal justice and social services agencies. Supports program outreach and public relations initiatives through such activities as scheduling tours or conducting group presentations.
9. Maintains and enhances knowledge and expertise through appropriate educational and organizational activities. Creates an annual personal development plan to increase management skills, abilities and competence. Serves on internal and external committees as assigned.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

1. Knowledge of health administration regulations and standards, program funding, accounting and management principles at a level normally acquired through completion of a Bachelor's degree in health or business administration or a related field.
2. Ability to plan, manage and evaluate the quality and compliance of program services; to develop and monitor budgets, policies and procedures for assigned areas; and to provide effective supervision and motivation of managers and staff at a level normally acquired through five to seven years progressively more responsible, related management experience. Minimum of five years experience in substance abuse treatment programs to possess knowledge of up-to-date techniques and modalities, and case management within assigned program (adult or youth care residential or outpatient) required.
3. Advanced organizational and analytical abilities necessary to oversee and organize the work of others; gather and evaluate quantitative and qualitative data; monitor trends, variances, and program operations; and initiate effective responses to ensure program effectiveness and compliance.
4. Advanced communication skills necessary to serve as Gateway representative to clients, families and professional organizations; to develop reports and proposals for Executive Director; and to provide effective motivation and leadership to staff.

PHYSICAL REQUIREMENTS: (The following statements describe the physical abilities required to perform the essential job functions, although exceptions may be made to these requirements based on the principle of reasonable accommodation.)

1. Ability to speak with others in order to exchange information and provide counseling.
2. Ability to record and proofread information on forms and charts.
3. Ability to respond to telephones and pages, and hear speech.
4. Ability to use a keyboard and video display terminal to receive, retrieve, and/or audit information and data on a regular basis.

REPORTING RELATIONSHIPS:


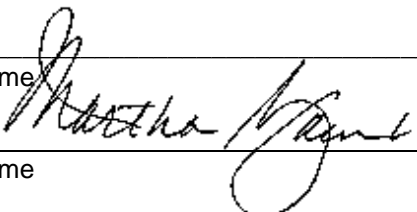
1. Reports to the Executive Director.
2. Responsible for working through three to five managers to lead the work of up to sixty employees.

WORKING CONDITIONS:

1. Works in a normal office or clinical environment where there are relatively few discomforts due to dust, dirt, noise and the like. Occasional exposure to contagious diseases, but potential for harm is limited if established safety and infection control precautions are followed.

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APPROVALS:

	VP Community Services	5/5/2004
Name	Title	Date
	VP Human Resources	5/5/2004
Name	Title	Date

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.