



## **Job Announcement**

### **SUBSTANCE USE DEPARTMENT (SUD) PROGRAM MANAGER**

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) is currently seeking the right person to join our team. We offer our staff an EXCELLENT benefit package which includes fully paid health, vision, dental, pharmacy, life, and long-term disability insurance, as well as a generous leave package.

The Substance Use Department (SUD) Program Manager is responsible for managing operations at our King County SUD Programs. The manager will supervise CDPs and Trainees (CDPTs). The manager may hold small caseload. This position is based at our Shoreline location (17018 15<sup>th</sup> AVE NE). Salary is \$24-\$26 an hour. This is an exempt position.

#### **Job Requirements:**

- Experience working with diverse populations
- Chemical Dependency Professional as described in WAC; Approved Supervisor preferred.
- Prior management experience required
- Demonstrate the knowledge of strength-based person-centered evidence-based practices
- Self-directed, efficient and effective problem solving and managing multiple demands and objectives
- Skills in engaging, motivating and working with diverse individuals and groups to accomplish shared objective
- Strong written and oral communication skills
- Computer skills required (knowledge of Microsoft Office, Excel and Outlook)
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Ability to work cooperatively as part of a team
- Ability to adapt to change
- Sense of humor

CHS is a non-profit organization with a great work environment, including staff who are passionate about and dedicated to the community. If you want to join an established organization at a time of growth and transformation, this is the place.

To apply, please send cover letter and resume to [jobopportunities@chs-nw.org](mailto:jobopportunities@chs-nw.org). Full job description can be found below:

## **Job Description**

### **SUBSTANCE USE DEPARTMENT (SUD) PROGRAM MANAGER**

#### **GENERAL DESCRIPTION**

The SUD Program Manager is responsible for managing operations at a particular location or county. The Program Manager will supervise CDPs and Trainees (CDPTs). The Program Manager may have a small case load. In the absence of counselors, the manager will either arrange or provide direct service (and documentation) to clients affected by the absence. Reports to the SUD Department Director or Associate Director. This is an exempt position.

#### **MAJOR RESPONSIBILITIES – Specific for this position**

- Provide leadership for assigned program
- Provide weekly supervision of staff within their program and document supervision using collaborative documentation
- Review and approve supervisees' service encounters/services
- Review and approve supervisees' correspondence going outside of the agency and co-sign these documents when needed
- Ensure that all groups and individual sessions are covered and not cancelled



- Ensure that supervisees maintain accurate and thorough clinical records as per agency, county and state requirements
- Ensure that supervisees are following contractual requirements for progress reports to the court in a timely manner
- Monitor for fidelity in the provision of Evidence Based Practices
- Report all inadequacies to SUD Department Director
- Exhibit professional boundaries with supervisees. Lead by example and always show respect for the agency and management. Ensure that supervisees understand the chain of command.
- Promote positive morale among program staff
- Provide orientation to new employees in program and shadows interns in groups for 50 hours
- Regularly observe counselors in group and provides coaching when needed
- Maintain a thorough knowledge and understanding of electronic health record
- In the absence of the Department Director, review and approve ADP timesheets of employees and submits them to Accounting
- Provide outreach and education regarding substance abuse issues and CHS programs
- Provide training and consultation to educators, conference committees, probation officers, community groups and healthcare providers regarding issues facing adults and families
- Check in with referral partners (i.e. schools, drug court) to assure satisfaction (on an annual basis minimally)
- Actively promote CHS programs to families and individuals; develop and maintain relationships with other professionals and agencies
- Provide input to Director regarding the clinical needs of clients, improved ways of offering prevention, outreach, treatment services and supervision
- Provide outreach and consultation, prevention and treatment services as indicated by contract and program needs
- Complete all tasks and contract's scopes of work as assigned by the Department Director in a timely manner
- Participate in trainings and assists Training Coordinator when training program staff
- Participate in individual supervision sessions, staff meetings, staffings, CQI meetings, and all-staff meetings as scheduled
- Maintain a professional and courteous attitude to all clients, partners and community members
- Maintain status as a qualified Chemical Dependency Professional

### **MAJOR RESPONSIBILITIES – Agency in general**

- Provide all services utilizing a strengths-based, family-focused, client-centered, trauma-informed, culturally competent approach that is integrated with other services
- Participate in creating and maintaining a workplace that values diversity and treats everyone with dignity and respect without regard to race, color, age, religion, creed, gender, gender identity, gender expression, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Utilize teamwork and open communication
- Have prompt and consistent attendance during scheduled working hours
- Provide services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintain documentation in a timely, thorough and accurate manner
- Follow agency policies and procedures, RCWs, WACs, CARF standards, and other external regulations
- Follow CHS's Code of Ethics
- Perform all other tasks as assigned by the supervisor, manager, or a director that furthers the success of programs and/or the agency

### **MINIMUM REQUIREMENTS**

- Bachelor's degree in Social Work, Human Services or equivalent degree; Master's degree preferred
- Experience working with adult, youth and family systems
- Prior management experience required
- Chemical Dependency Professional as described in WAC; Approved Supervisor preferred
- Licensed, certified or registered in the State of Washington
- Two years of experience working with adults, youth and families with substance use disorders. Additional experience with mental health clients/services preferred
- Demonstrated knowledge of strengths-based person-centered evidence-based practices
- Self-directed, efficient and effective problem solving and managing multiple demands and objectives
- Skills in engaging, motivating and working with diverse individuals and groups to accomplish shared objectives
- Strong written and oral communication skills
- Articulate with the ability to represent the agency in a professional manner
- Comfort and skill with public speaking and networking
- Willingness to submit to and pass a criminal background check

- Current Washington State Driver's license and reliable transportation for extensive travel
- Computer literacy; knowledge of Microsoft Office, Excel and Outlook
- Ability to become proficient in the use of our electronic health record
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Experience and demonstrated ability to successfully work within a diverse cultural setting and provide culturally competent services
- Ability to work cooperatively as part of a team
- Negative TB test or physician clearance to work
- Ability to work in an unstructured and unpredictable setting, ability to adapt to change
- Sense of humor

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CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education and support to children, youth, adults and families.

Our Values: Embrace diversity, provide accessibility, champion collaboration, demand accountability, personify integrity, and have fun.