



Director of Case Management and Program Development

Job Description

APPLICATION DEADLINE: open until filled

POSITION AVAILABLE: Sept 9, 2019 thereafter

Date Posted: 08-20-19

About the North Marin Community Services North Marin Community Services (NMCS) is a one-of-a-kind 501c3 non-profit agency with a mission is to empower youth, adults and families in our diverse community to achieve well-being, growth and success. Join our management team and become a part of the NMCS community filled with youth, adults and families, and a dedication to providing a supportive, professional working environment. Located in beautiful Novato/CA, Marin County, we value teamwork and collaboration, cultural competence, excellence, integrity, and learning and continuous improvement. Visit www.northmarincs.org for more information us.

Job Title: Director of Case Management and Program Development

Status: Full time, exempt position (1.0 FTE). Monday-Friday, with very occasional night and weekend events or meetings.

Salary Range: Salary commensurate with experience. Generous benefit package including medical and dental, paid time off, up to 2% employer retirement match, childcare discount. Sign-on bonus of \$250.

Reports to: Chief Executive Officer

Purpose: The Director of Case Management and Program Development will: (1) Directly manage three Case Management Programs; (2) Serves as the lead for the Program Quality Team including program development and evaluation, database management, and performing grant writing and reporting; and (3) Serves as an active participant on the Management Team including employee relations, and strategic and annual planning efforts.

Essential Functions:

Case Management Program Oversight

- Manage five case managers and guide the Case Management Programs, including Thriving Families Initiative, Amigos del la Familia (home visiting), and Community Support Services (rental assistance, employment and financial assistance)
- Management duties typically include: assign caseloads, support ethical and safe decision-making, support and facilitate professional development, conduct individual and group supervision, liaise with a clinician for monthly clinician-led group supervision, audit client records, assist in monitoring client progress toward goals, ensure high service quality, ensure all case management programs meet their outcomes and objectives, and conduct and assist in program evaluation.
- Cultivate relationships with community partners, including NUSD, Canal Alliance, County of Marin and others.
- Fulfill the grant deliverables for the Case Management Programs and attend funder meetings as requested.

Program Quality Team:

- Serve as the management lead for program development and evaluation efforts in response to client and community needs and funding opportunities. Includes facilitating monthly Program Quality Team meetings with program managers, implement continuous improvement efforts, and manage annual report statistics at fiscal year-end.
- Identify models for best practices and work with program managers to replicate and adapt programs in a manner that fosters quality improvement and enhancement of existing programs as well as ethical, legal and regulatory requirements.
- Serves as lead administrator for the Apricot database to support Case Management, Counseling and Volunteer Program staff.
- Maintain the annual grant writing calendar to track proposal and reporting deadlines for all grantmaking prospects (current, lapsed, and potential donors). Work in partnership with grant writer, Development Manager and CEO in meeting grant deadlines, reporting requirements, and

guidelines. Includes cultivating foundation and government prospects, lapsed and potential donors.

- Continue the organization's track record in developing innovative programs and services, and in demanding the highest excellence in program delivery and services to clients and their families.

Management Team

- Participate in Management Team activities including creating and meeting the goals in the 3-year Strategic Plan and Annual Plans, attending bi-weekly team meetings, providing board updates, and managing Case Management Program revenue and expense budgets.
- Directly manage five case managers, perform HR functions including conducting performance coaching, goal setting, and training as appropriate.
- Serve as a strong ambassador of the organization. Accompany CEO and/or program managers as needed for public presentations.
- Other duties as assigned by CEO.

Minimum qualifications:

- Bachelor's or Master's Degree in Public Health, Human/Social Services or similar field. Experience in at least one of the following areas: case management, mental health and/or substance abuse prevention.
- Minimum of 4 years of program management experience working with diverse populations. Demonstrated success in program development, planning and evaluation, grant writing, staff management and budgeting. Strategic planning and training experience preferred.
- Excellent interpersonal skills, verbal and written communication.
- Strong facilitation, presentation and organizational/time management skills required. Experience working with youth/adult partnerships and collaborations preferred.
- Intermediate/Advanced in Microsoft Office programs required. Apricot database and social media experience a plus.

Other Requirements:

Job may include walking up and down stairs, standing, lifting and moving small items of up to 25 lbs. Candidate must pass a livescan background check and a pre-employment health exam including proof of vaccinations and TB test clearance (costs reimbursed). An applicant with a conviction, other than a minor traffic violation, including a misdemeanor and/or felony, will not receive background clearance.

To apply for this position:

Please submit your resume and cover letter with salary expectations by e-mail (preferred) or mail to:

HR@northmarincs.org
North Marin Community Services
Attn: HR Department
680 Wilson Avenue, Novato, CA 9494
Bilingual applicants are encouraged to apply.