



JOB DESCRIPTION

JOB TITLE:	Club House Program Manager
REPORTS TO:	Executive Director
STATUS:	Exempt
ANNUAL SALARY:	\$66,560 - \$80,000

SUMMARY

As the Club House Program Manager, you oversee day-to-day operations of the department and provide essential structure, direction, and support to your department. Collaborating with other department leaders, you contribute to the overall success of the organization. Working closely with the Executive Director, you develop strategies for success in program operations, networking, fiscal management, and policy development. Your duties as manager include networking, advocating for the deaf community, managing department programs, organizing workshops, and compiling data and reports. This role comes with a high level of esteem, with core competencies in project and personnel management, communication, innovation, ethics, and being a crucial part in the organization's mission.

QUALIFICATIONS:

- Bachelor's Degree in Behavioral Health or Social Work.
- Minimum 2 years management experience.
- Effective management and leadership skills/techniques
- Professionalism and Accountability
- Preferred experience in working in mental health field with DHH individuals.
- Knowledge and understanding of mental health and recovery/SUD issues found within DHH populations.
- Knowledge of San Diego resources and public transportation, preferred.
- Fluent in American Sign Language
- Strong advocacy and case management skills, able to handle stressful situations work well under pressure.
- Flexibility and strong organizational skills
- Manage time well, prioritize and multi-task
- Understand and carry out verbal/written directions
- Effective communication skills, including presentation skills

JOB RESPONSIBILITIES

■ **Management:**

Departmental Management:

- **Work:** Provide structure and direction for the entire department, ensuring each staff member understands their role and contribution to organizational objectives. Establish clear expectations, goals, tasks, and timelines. Allocate resources effectively, monitor progress of projects and tasks, assess barriers to success and how to overcome them. Provide regular feedback on performance and implement DCS employee policies, providing structure and guidance for staff in professional development.
- **Interpersonal:** Support staff in navigating interpersonal growth and challenges in the workplace. This involves being a source of guidance, helping staff develop effective communication skills and conflict resolution strategies. Tasked with reframing issues, facilitating open dialogue, and understanding how to promote finding solutions among team members. By setting an example of grounded professionalism, maturity, and emotional intelligence, managers serve as leaders, guiding their staff through interpersonal challenges with wisdom and integrity.

Organizational Management:

- You will not only manage and guide your department, but your role will also place you on the Leadership Team within the organization. Each manager and director is a pillar within DCS, uniquely serving as a structural support for the organization. You will not only guide your department but will also actively collaborate with and support the other department directors and managers. This cross-collaborative teamwork among the pillars will ensure the success of all departments collectively.
- As head of your department, you are also responsible for working directly with the Executive Director to collaboratively assess your department's goals and outcomes. You will develop and implement strategies for success by continually analyzing program operations, networking, financials, and budgets (donors, sponsors, grants), contracts, as well as developing statistics, reports, marketing strategies, and refining or restructuring policies and practices.

■ **Department Operations:**

Duties include but are not limited to:

- Adhere to and uphold the standards of DCS as mandated by its' mission, purpose, guiding principles and standards of service quality
- Adhere to and uphold the standards of San Diego County OHPOH's guiding principles and ethics
- Maintains confidentiality and privacy standards in accordance with agency policies and applicable regulations and laws including HIPAA.
- Research current mental health tools to incorporate into daily operations with services, classes, and workshops with clients.
- Familiarize self with Federal, State, and County laws pertaining to ClubHouse, general advocacy, peer support services, and mental health processes.
- Maintains an updated inventory of equipment, office supplies and general department items.
- Provides support to PSS services and empowerment with clients.
- Oversees Peer Support Specialist's daily tasks, providing strong guidance and support.
- Lead support groups in health and wellness, co-occurring disorders, recovery planning, employment support, etc.

- Support and lead Program Advisory Group (PAG) with community members to learn about their interest, understanding of CH services and strengthening CH services.
- Create ASL video vlogs on mental health related information and resources.

■ **Data & Reports:**

- Conduct program assessment and tracking reports to compile program data to monitor trends and outcomes effectively.
- Maintains required documentation and client files in compliance with County documentation regulations utilizing Electronic Health Record ClubHOMS.
- Analyze data and refine program approaches to maximize success.
- Prepare comprehensive financial reports to monitor budgets, sponsorships, donations, and fundraising efforts.
- Prepare detailed quarterly reports and program highlights for board meetings.
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- Participates in the development of Clubhouse policies and procedures, in alignment with County compliance requirements.

■ **Networking, Outreach, & Advocacy:**

- Proactively maintains a strong healthy network, while also strategizing expansion of networks, partnerships, and resources for the program with:
 - donors, sponsors, and fundraising opportunities
 - other organizations, agencies, businesses, or relevant person(s).
- Represents DCS or the deaf community at relevant meetings and events as booth exhibitors, presenter, guest speaker, or general representative.
- Facilitates outreach efforts via presentations, workshops, and educational events.
- Manages public awareness among hearing individuals and organizations to enhance understanding of Deaf Culture and diverse deaf community groups.

CORE COMPETENCIES:

- **Project Management:** Develops, oversees, and coordinates projects, communicates changes and progress, ensures projects are completed on time and within budget.
- **Communication:** Articulates clearly and persuasively in various situations, actively listens, and seeks clarification, responds effectively to inquiries, demonstrates proficiency in group presentations, and actively participates in meetings.
- **Innovation--**Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas.
- **Written Communication:** Produces clear and informative written content, ensures accuracy in spelling and grammar, adjusts writing style to meet specific needs, effectively presents numerical data, and demonstrates strong reading and interpretation skills.
- **Teamwork:** Balances team and individual responsibilities, maintains objectivity and openness to diverse perspectives, provides and receives constructive feedback,

contributes to fostering a positive team environment, prioritizes team success, and supports colleagues in achieving shared goals.

- **Management:** Involved in staff planning and decision-making, takes accountability for staff's activities, provides regular performance feedback, supports the development of staff, utilizes customer feedback for improvement, fosters quality, continuously enhances supervisory skills.
- **Interpersonal Skills:** Focuses on conflict resolution, practices active listening, manages emotions effectively, remains open to new ideas and approaches.
- **Dependability:** Follows instructions and responds to management direction promptly, takes ownership of actions and commitments, fulfills obligations, commits to additional work hours, when necessary, communicates alternative plans promptly.
- **Initiative:** Volunteers readily for tasks and projects, engages in self-development activities, seeks opportunities for increased responsibilities, takes independent and calculated risks, identifies and capitalizes on opportunities, offers and requests assistance as needed.
- **Ethics:** Treats individuals with respect and integrity, honors commitments, inspires trust, maintains confidentiality, works with integrity and ethics, upholds organizational values.

To apply for the position, please email to careers@dcsofsd.org with your resume and cover letter. Thank you.