



## JOB DESCRIPTION

**TITLE:** Program Manager

**REPORTS TO:** Program Director

**SUMMARY:** The Program Manager provides leadership and direction for creating and maintaining the re:MIND support group program. This is accomplished primarily by training, managing and guiding facilitators, as well as marketing and networking for support group locations within assigned territory.

### **DUTIES AND RESPONSIBILITIES:**

#### **Support Groups**

- Responsible for managing approximately 15-25 support group locations within assigned territory.
- Ensures attendance at groups is recorded and reported on a monthly basis to the Program Director.
- Ensures new participant information for all groups is entered into database on a monthly basis.
- Completes quarterly program reports on all assigned groups.
- Provides community resource referrals for participants in the program.
- Assists in the planning of all volunteer and group events.
- Acts as liaison between re:MIND and assigned support group locations point of contact.
- Attends staff meetings with Executive Director & Program Director.
- Available to attend assigned support groups to help set boundaries with difficult participants if needed.
- Ensures groups are maintaining high attendance numbers and strategizing with the Program Director to grow attendance numbers at lower performing sites.

- Assists the Program Director with new start up locations.

### **Facilitators**

- Responsible for the recruitment, training, and supervision of Volunteer Facilitators, Professional Facilitators and Certified Peer Specialists who conduct open and closed support groups within assigned territory.
- Performs evaluations/observations of assigned support groups on an annual basis. Reports results to Program Director.
- Makes recommendations for termination of facilitators when necessary.
- Contacts assigned support group facilitators at least once a month as to the status of each group and document in a progress note.
- Coordinates and facilitates trainings and seminars as scheduled by Program Director.
- Formulates individualized training plans for new facilitator candidates.
- Maintains facilitator personnel files including performance reviews, training attendance, and correspondence for assigned groups.
- Handles and resolves complaints from participants and facilitators of assigned group locations.
- Provides crisis support to facilitators via cell phone during scheduled group time in the event of a crisis at assigned group location.
- Reviews and Processes invoices for assigned groups before turning into Program Director.

### **II. Inquiries**

- Assists staff in answering calls and emails.
- Provides referrals as needed.
- Compiles and modifies, as needed, a community resource referral list.

### **III. Programs and Evaluation**

- Attends all related committee meetings as assigned by Program Director or Executive Director.
- Trains facilitators in the implementation of new programming.
- Develops new ways to evaluate and increase the effectiveness of groups/facilitators.
- Assists in ongoing development and implementation of program policies and procedures.
- Assists Program Director in performing on-going community needs assessments in determining the opening of new support groups.
- Assists Program Director in Annual Participant Satisfaction Survey.

- Serves as source of information and education with regard to depression and bipolar disorder for Board members.

#### **IV. Marketing and Networking**

- Identifies support groups in need of additional marketing within assigned territory.
- Assists in establishing collaborative partnerships in the mental health community.
- Advocates and educates the community regarding mood disorders including conducting educational presentations when requested.

#### **QUALIFICATIONS:**

- LCSW, LMSW, LPC or LMFT in good standing with appropriate licensing board.
- Clinical knowledge of mood disorders.
- Clinical experience working with individuals and groups.
- Experience with leadership and supervision/evaluation.
- Knowledge of a wide array of community resources.
- Ability to work well in a small office which requires teamwork in planning, input and evaluation.
- Ability to juggle multiple projects and in a time sensitive fashion.
- Strong communication and outreach skills with public speaking experience.
- Must have excellent organizational and critical thinking skills.
- Required: Computer skills in MS Office such as PowerPoint, Word and Excel.

**SALARY AND BENEFITS:** Salary commensurate with experience. Health and life insurance, retirement plan, vacation and holiday schedules are offered with employment.

re:MIND is an equal opportunity employer.

This job description in no way states or implies that these are the only duties to be performed by the jobholder. He/she will be required to follow any other instructions or perform any other duties as requested by the Executive Director, Board President, or re:MIND Board of Directors. This is not meant to be an exhaustive list of job duties. Essential elements may change when necessary.