

Job Title: Senior Manager of CalAIM Services

About Jewish Family Services of Silicon Valley (JFS SV):

Jewish Family Services of Silicon Valley (JFS SV) empowers individuals and families facing life's challenges by providing quality human services inspired by Jewish values. Since our inception in 1977, we have remained committed to our vision that children, adults, and families in our community have access to affordable and meaningful professional services that help give them a better life. The agency's programs are available without regard to race, religion, sexual orientation, or ability to pay.

Job Summary:

CalAIM, California Advancing and Innovating Medi-Cal, is a once-in-a-generation opportunity to improve care and outcomes for millions of Medi-Cal enrollees. Under the leadership of the Sr. Director of Programs, the Senior Manager of CalAIM Services is responsible for creating and growing program operations and personnel. This position develops and implements quality program services that provide medical and clinical care to individuals and families, holocaust survivors, older adults, and refugees. This position collaborates with the Sr. Director of Programs and the Sr. Grants Manager to establish program budgets and ensure that the programs operate within budgets and in compliance with policies. CalAIM Services will involve enhanced case management and community support.

Key Responsibilities:

- This position will build and supervise a staff team and provide training and guidance to effectively provide quality services to under-resourced individuals, families, and communities
- Ensures that delivery of program services aligns with JFS SV's vision, mission, and values
- Provides effective leadership of their team's operations
- Reviews and adheres to work scope for each program according to contract guidelines
- Develops program work plan and standard operating procedures as appropriate in conjunction with the Sr. Director of Programs
- Provides their staff with ongoing supervision, support, and training
- Provides direct oversight to CalAIM program staff such as Care Managers, Data Analysts/Biller, Housing staff, and Day Habilitation staff.
- Coordinates the recruitment, hiring, training, development, and evaluation of staff
- Provides back-up of staff positions as needed
- Collaborates and works in conjunction with other CalAIM Program Managers.
- Engages stakeholders in program development and enhancement activities
- Oversees and is responsible for medical billing and data entry processes.
- Tracks program enrollments and activities, working with the Sr. Grant Manager and accounting team to ensure accuracy for all billing data
- Supports and participates in program audits and conducts Quality Assurance and Utilization Reviews of program services
- Assists in program management and budgetary planning and reports as well as other related compliance reporting
- Collaborates across departments to apply for/renew grants and funding sources to support capacity building and program operations

- Ensures that monthly program metrics are met and quarterly reporting is completed and accurate
- Represents JFS SV at CalAIM program conferences, trainings, and related meetings in Santa Clara County
- Cultivates partnerships with local providers and/or funders to provide services for the community
- Assures compliance with confidentiality and HIPAA Privacy Rules
- Supervises the ordering of program supplies and equipment
- Managing People – Actively involves staff in planning, decision-making and process improvement. Takes responsibility for team activities and outcomes. Maintains availability and accessibility to staff members. Provides consistent and constructive performance feedback. Focuses on developing employees' skills and fostering their professional growth. Continuously seeks to enhance supervisory abilities and techniques.
- Cost Consciousness – Operates within approved budget. Develops and implements cost-saving measures. Conserves organizational resources efficiently.
- Supervisory Skills: Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws
- Responsibilities include planning, assigning, and directing the work of staff
- Assists with hiring employees and conducting weekly one-on-one supervision meetings
- Attend all mandatory meetings and trainings.
- Other duties may be assigned

Qualifications & Skills:

- Two years of experience in human services, or related programs, including at least two years of supervisory responsibility
- Experience working with individuals with a history of mental illness and/or trauma
- Knowledge of psychosocial care and treatment approaches which is the involvement of social and psychological factors that have an impact on a client's well-being and behavior.
- Knowledge of evidence-based treatment approaches
- Knowledge of Trauma Informed Care
- Proficient in the area of program development and evaluation
- Working knowledge of state and federal regulations relating to mental health services and Medi-Cal including HIPAA compliance.
- Knowledge of mandated reporting for both APS and CPS
- Must possess knowledge and skills related to social service case management, supervising program service delivery, and outcome measurements.

Requirements:

- Master's degree in Social Work, Marriage & Family Therapy, Public Health, or related field;
- Bachelor's degree in Social Work, Psychology, Human Services, or related field and 3 years of supervisory experience.

Salary and Benefits:

Salary Range: \$100,000-\$110,000 annually

This position is full-time, 37.5 hours/week. Salary is commensurate with qualifications and experience of the selected candidate.

Benefits include medical, dental, and vision care; company contributions to 401(a) retirement plan; generous paid time off, supportive colleagues; and a positive work environment in a spacious office.

Jewish Family Services of Silicon Valley is an equal-opportunity employer and values diversity at all levels of the organization. We do not discriminate based on race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.