POSITION: Program Director, Licensed Professional Counselor (LPC/LCPC), Licensed Marriage Family Therapist (LMFT), Clinical Professional Art Therapist or Clinical Psychologist

Prince George’s County, MD

FLSA: Exempt

Level: Executive

Salary and Benefits

Reports to: Executive Director and President/Founder

Roberta’s House seeks a dynamic executive-level program director for the Greenbelt, Prince George’s County Campus. The Program Director (PD) provides strategic leadership to licensed clinicians, administrative staff, the program manager, staff, school-based teams, graduate interns, and volunteers. As an emissary of RH, the PD is one of the official representatives to local, state, federal, and community partners. They are responsible for expanding RH programs and services through the Prince George's County metropolitan area. The PD also conducts diagnostic assessments and may provide individual or family therapy for a small caseload as needed or facilitate small groups.

This position plan assigns and evaluates the work of others. Other management duties involve hiring, training staff, and addressing conduct/performance issues. They make timely and effective decisions, produce results through program policy and procedures evaluation, and identify and correct service gaps in primary and secondary survivor services. In addition, the director is a subject matter expert on grief and loss and a liaison to stakeholders and partners. The Director builds effective teams and motivates staff. In addition, the Director establishes effective working relationships with all levels of an organization, agency providers, and stakeholders.

The Director provides direction and oversight of seeking grants, and grants reporting to local, state, federal, and foundations are critical roles. They are responsible for managing and supporting programs, measuring outcomes, and assisting executive leadership in achieving strategic goals. The Director determines and implements programs facilitating team members' professional development and continuous learning, particularly for emerging leaders. The Director frequently works with the RH Executive Director and President on organizational initiatives.

Roles and responsibilities

Leadership

- Oversee the day-to-day operations of the Greenbelt office
- Serve as an emissary for RH in the geographic areas of Prince George’s County
- Oversee designing and delivering RH curriculum and develop metrics that measure outcomes. Use data-driven decision-making models to enhance services.
- Identify and influence programmatic/operational efficiency, program policy
- Lead ongoing initiatives that enhance and sustain community partnerships
- Establish and strengthen relationships with community stakeholders and allied agencies
- Provide supervision to mental health therapists, graduate interns, program and administrative staff, volunteers
- Review and approve client treatment documentation in electronic health records within established timelines, sign all necessary documents (progress notes, etc.)
- Oversee internal weekly management meetings and in-service programs offered by RH and may be assigned to deliver in-service training sessions
- Working knowledge of data analytics models that capture data and inform program development
- Demonstrate the ability to understand and use Microsoft 365 data management systems expertly and efficiently use federal/state/local, and other grant portals
- Understand and approve the procurement of the proper hardware and software needed for case management, accounting, fundraising, document creation, storage, communication, and productivity
- Use and oversee the accuracy of the Penelope By Athena data management system's reports
- Possess skill in collaborating with the RH leadership and staff in executing multi-year strategic plans for the Prince George’s County office that align with the organization's operational and services growth plans
- Oversee performance metrics of the service units to help achieve positive, sustainable results
- Develop and modify standard operating protocols, ensure efficient use of the RH data management system and case management strategies
- Design or oversee the development and completion of assessment instruments that measure the program participant's experience
- Connect the RH to new for-profit, non-profit, and residents in a coordinated series of events/actions
- Oversee implementation of outreach plans to targeted families, communities, law enforcement agencies
- Develop and implement creative pre-engagement outreach activities designed to engage and re-engage program participants and their family
- Develop measures of competency in cultural sensitivity and train program staff and volunteers
- Create and maintain best practices to attract, train, and retain staff; sustain volunteers
- Prepare and make presentations to a variety of audiences

**Clinical**

- Collaborate with the Program Director (PGC) and the Baltimore Behavioral Health Clinical Supervisor, ensuring compliance with the Maryland COMAR, Commission on Accreditation of Rehabilitation Facilities (CARF), and Medicare/Medicaid regulations and efficient billing
- Conduct case management audit of subordinate clinicians
- Review and approve client treatment documentation in electronic health records within established timelines, sign all necessary documents (case management progress notes, etc.)
- Strong regulatory knowledge, including clinical protocols
- Assist with grant management as required and close involvement in program planning, training, quality assurance, and evaluation of programs
- Use and stay abreast of the Diagnostic and Statistical Manual of Mental Disorders *Fifth Edition DSM-5*
- Possess advanced training and credentials in the area of group facilitation
- Identify unique combinations of social, psychological, and demographic factors in each program area under the incumbent’s supervision, which may include voluminous data obtained in all forms of internal and external sources.
- Conduct supervisory case reviews of patient records and ensure adherence to billing protocols and COMAR regulations.

Qualifications/Licensure

Five years of leadership, clinical, and community-based outreach with diverse staff, families, and at-risk youth in a multicultural community. Licensure noted above, or Master's degree in Social Work, Organizational Development, Public Administration, Marketing, Leadership, MBA, or related human services field.

- Current licensure issued by Maryland; a Board Approved Supervisor (preferred)
- Possess critical thinking skills which allow for the ability to understand and interpret complex program demands, legislation, and regulations
- Possess vital planning, communications, and interpersonal skills
- Represent RH in communities to build a robust network of informed, action-oriented RH partnership organizations, local/county/state government, funders, and Prince George's County, MD community organizations.
- Possess a working knowledge of complex grief modalities and the application of grief theoretical constructs
- Demonstrate integrity, sound judgment, and subject matter knowledge
- Leads in modeling workplace behavior that motivates employees; facilitates teamwork within the office and across organizational lines; proactively resolves workplace challenges

General Requirements

- A driver's license and a private vehicle are required
- Successful completion of a background investigation
- Must complete successful background inquiry, which may be required annually or as requested
- Ability to regularly work in an office environment or remotely perform work as scheduled; prolonged periods sitting at a desk and working on a computer and prolonged standing
- Ability to work in extreme temperatures during agency-sponsored events
- Must be able to lift 10 pounds
- Travel required (less than 25%) outside of the commuting area
- Other duties, as assigned

Submit a resume and cover letter to the Director of Human Resources at info@insightconsultingassociates.com

Roberta's House is an equal opportunity employer regardless of race, national origin, sex, age, disability, veteran status, sexual orientation, gender identity, orientation, or other classification protected under the law.