



NORTH COUNTY LGBTQ RESOURCE CENTER

3220 Mission Avenue, Suite 2, Oceanside, CA 92058

Job Title: Clinical Program Manager

Reports to: Executive Director and Clinical Supervisor

FLSA Status: Non-Exempt

Position Type: Full Time/Regular 40 hours/week

Compensation: \$30-\$31 an hour or \$66,00 yearly

Supervisory Responsibility: Supervisory responsibility for referral coordinator, coordination with clinical team.

Benefits Include: Full health benefits, matched IRA, generous vacation and holiday PTO, professional development experiences.

Educational requirements: Master degree required, as a clinical therapist license required.

Start: February 1, 2023

Closing Date: Until filled

Organization Background:

The North County LGBTQ Resource Center serves, advocates, and empowers the diverse LGBTQIA+ community of north county San Diego and beyond and has operated for the past decade out of Oceanside, California providing an array of targeted services, programs, and resources. Our work impacts the lives of lesbian, gay, bisexual, queer, trans, nonbinary, gender nonconforming, immigrant, and HIV communities.

We envision a community where everyone lives in equality, feeling accepted, valued, safe and free from social stigma. The work of our staff, board, and volunteers is to actualize that vision in our advocacy, community, education, and health and social support services.

Position Summary:

Incumbent will exercise sound judgment with involvement in all aspects of The North County Center's behavioral health programming. The successful candidate will leverage available resources to equitably provide access to clinical services, the development of program goals, policy and procedures, and onboarding process for new intern clinicians. At the same time providing direct clinical services and supervision. Candidates should support our organizational values and include a demonstrated commitment to racial equity and inclusion, social justice, commitment to serve the most vulnerable, and accountability and transparency.

The position may be completed through a combination of on-site and field work.

FT Work schedule is 10:00 am-6:00 pm

Duties and Responsibilities:

Under supervision of the Executive Director , responsibilities include planning, coordinating for the behavioral health department program. The clinical program manager will convene the mental health team, develop processes for referrals and intakes, patient advocacy and individual treatment plans but also supervision.

Essential Duties:

- Convene mental health team to establish coordination and intake needs
- Create onboarding process and training for new interns and clinicians
- Research the possibility to join Insurance panel
- Research and implement best practice intake tools
- Coordinate with Clinical Supervisor for case assignments
- Develop procedures and protocols and convene mental health team to make needed adjustments to procedures and protocols
- Establish indicators and benchmarks for success
- Identify tools for measuring and documenting success
- Establish procedures for documenting and data gathering
- Conduct pilot test for evaluation procedures and make adjustments as needed
- Conduct intakes
- Supervise treatment according to treatment plan
- Identify needs for advocacy, either individual or institutional
- Provide advocacy to include individual phone calls to providers, accompaniment, executives for institutional policy change
- Training with executives/providers to educate and advocate for gender affirming care.
- Draft and timely submit reports including data collection, surveys, monthly staff reports, grant documentation program and event budgets, and other documentation by deadlines.
- Attend and provide input a regular meeting with management and support staff
- Case management and resource/service distribution

Annual Events:

- Annual Town Hall
- TDOV
- Pride by the beach
- Annual Fundraising Gala
- TDOR

Desired Qualifications:

- **Language Skills:** Fluency in English and Spanish is preferred
- Demonstrated competencies in regulating, planning, and implementing programs, social events, or other projects for diverse audiences.
- Previous success in producing reports, audits, or other deliverables summarizing event or program data.

- Leadership in designing, measuring, and attaining strategic goals.
- Previous experience facilitating and coordinating a diverse group of people
- Experience explaining changes and passing new information to everyone.
- Experience in outreach work, especially with bilingual and diverse communities.
- Reliable transportation with the ability to travel as frequently throughout San Diego County, is required.
- Knowledge, passion, and commitment to ameliorating issues impacting the LGBTQIA+ community and advancing equity and social justice generally.
- Experience working in social justice, the LGBTQIA+ and/or HIV community, and/or in a non-profit setting strongly preferred.
- Excellent verbal and written communication skills, including strong organizational, detail, and interpersonal skills; ability to establish and maintain effective working relationships with management, employees, consumers, and the community members.
- A passion for The Center's work and its mission.
- **Communication/Computer Skills:** Excellent writing skills in various styles/tones. Strong proofreading, research and editing skills. Must be comfortable working in PC/Windows-based environments. Proficiency with Microsoft Office, particularly Word, PowerPoint and Excel and is required. Google Suites proficiency is preferred.
- **Other Skills:** Demonstrate competency working with diverse populations. Ability to manage multiple tasks with shifting priorities. Must demonstrate sound judgment and decision-making skills. Ability and availability to work evenings and weekends.
- Lived experience as a member of a historically under-served community (e.g., low income, communities of color, LGBTQIA+ communities, immigrant communities, etc.) strongly encouraged to apply.
- Note: Friendly, empathic, self-motivated, and community-driven leaders with unique combination of skills may still apply by clearly translating relevant skill or talent.

Conditions of Employment:

- You must sign the Center's non-disclosure/confidentiality agreement.
- You must complete a W-4 form for income tax withholding.
- You must complete an I-9.
- You must submit to and pass a background check.
- You must have a valid California driver's license, provide proof of insurance, and own your own vehicle.
- You are expected to abide by all federal, state, and local laws.
- You will be required to sign acknowledgment of and comply with Center policies and procedures.

Disclaimer:

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, nor is it to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

Equal Opportunity:

The North County LGBTQ Resource Center is proud to be an equal opportunity employer. People of color, women, persons with disabilities, and persons who are lesbian, gay, bisexual, transgender queer and/or intersex are encouraged to apply. The Center maintains a policy of non-discrimination with respect to employees and applicants for employment. No aspect of employment will be influenced in any matter by race, color, religion, sex, age, national origin, marital status, ethnicity, religion, sexual orientation, gender identity and/or expression, physical disability, HIV or AIDS status, medical/mental condition, perceived physical disability or veteran status, or any other basis prohibited by statute.

To Apply:

Email a cover letter and resume as attachments in Word or PDF to operations@ncresourcecenter.org with the position title in the subject line. You may also mail your application materials to 3220 Mission Avenue, Suite #2 Oceanside, CA 92058. No phone calls please.

