

CLASSIFICATION TITLE: Program Director, PCAP (Parent Child Assistance Program)

REPORTS TO: Executive Director

SALARY RANGE: \$19-24 an hour or
\$40,000-- \$50,000 a year
Salary commensurate with experience

JOB TYPE: Full Time - 40hrs/week

Position Summary:

The Program Director will supervise the implementation of the evidence-based home visitation program Parent Child Assistance Program (PCAP) per fidelity of the curriculum, contractual obligations, and in accordance with the agency mission policies and procedures. The Program Director will coach and supervise up to six case managers, and may also carry a case load. This position will be responsible for directing all aspects of this home visitation service for the Thurston County area. Duties include: clinical supervision, coordination with community service providers, protocol implementation, program evaluation, report writing, maintaining contractual compliance, coaching staff, and record keeping.

Position Details:

Form effective relationships with participants, contracted staff, employed staff, and volunteers from diverse backgrounds. Conduct weekly individual supervision with each case manager to review cases, make recommendations, provide guidance and support, document progress, and monitor data collection and case notes. Conduct quarterly chart file audits. Conduct weekly staff meetings. Arrange for ongoing staff training opportunities in order to enhance job performance and improve staff retention. Participate with the agency policies and procedures assisting when necessary to facilitate successful program implementation when needed. Recommend hiring, dismissals, disciplining actions, and position allocations.

Develop and maintain a collaborative network in the county with hospitals, child welfare offices, public health agencies, alcohol and drug treatment centers, housing agencies, pediatric and maternal care clinics, etc. Negotiate services to be provided, write cooperative agreements as necessary.

Recruit client referrals from community providers and maintain client enrollment at a minimum of 85% capacity according to state performance-based contract. Screen referrals for project eligibility and assign new clients to advocate/case managers. Conduct client intake interviews (and exit interviews as necessary) using the Addiction Severity Index (ASI). Maintain a minimum of 80% three-year follow-up of clients according to state performance-based contract.

Maintain a leadership profile in the community as a representative of the successful PCAP intervention model. Interact collaboratively with other community providers and projects in order to promote the health and well-being of high-risk mothers and their families, improve services, and resolve service barriers. Participate in relevant community task forces and committees. Conduct PCAP presentations and trainings as necessary. Collaborate closely with the PCAP program evaluator to train to proficiency on administration of required evaluation forms, coordinate and monitor process and outcome data collection at the PCAP site, and arrange for staff evaluation training as necessary. Supervise all aspects of site data collection, storage, and transmission, including accurate electronic data entry by staff and maintenance of a secure onsite data storage system for data not entered electronically.

Position Expectations:

- Complete all responsibilities and interact with staff, clients, community members, and others in accordance with Family Education and Support Services' Mission.
- Work effectively with little supervision to lead all activities within the PCAP program. Meet state performance-based contract requirements. Train and supervise all PCAP staff in accordance with evidence-based practices. Provide weekly infidel supervision of up to six advocate/case managers. Collaborate effectively with community agencies. Supervise evaluation activities. Make recommendations regarding hiring, terminations, employee performance, promotions, and disciplinary actions for PCAP staff. Form effective relationships with participants, contracted staff, employed staff, and volunteers from diverse backgrounds, including varied economic, social, racial, faith, and ethnic groups.

- Conduct outreach efforts to increase agency and community awareness of the program services.
- Form effective relationships with community service agencies, health care agencies, family support providers, faith communities, and government offices, such as DSHS.
- Listen to and screen participants for services or refer accordingly.
- Collect and maintain data related to service delivery using both automated and manual client tracking tools.
- Maintain and safeguard client confidentiality.
- Use community partnerships effectively.
- Participate actively as part of the staff of Family Education and Support Services with the understanding that coordination, learning, and mutual support are very important.
- Work some evenings and weekends, as required.
- Other duties as assigned.

Working Conditions:

Work is performed in the field, and in an office setting. An office is provided; however, the area is a shared space and Candidate must be prepared for interruptions, strict deadlines, and working independently on multiple assignments. Mobility sufficient to attend meetings; frequent local travel throughout Thurston County, and the Seattle area as needed for training.

Minimum Qualifications:

Experience working with families who have emergent needs; knowledge of spreadsheets and data entry and/or electronic filing systems.

Must demonstrate ability to:

- Work effectively with others, including relating well to a wide variety of clients.
- Understand and learn complex procedures and rules.
- Provide excellent and responsive customer service, including in-person and phone skills.
- Stay updated and aware of resources currently available in the community.
- The ability to maintain confidentiality, secure data, and follow policies and procedures.
- The ability to speak publicly.
- The ability to multi-task, and prioritize tasks.
- Strong communication skills.

Requirements:

- Minimum 4-year Bachelor's degree in a field related to program goals; Master's degree preferred.
- Minimum of five years of professional experience working with high-risk populations.
- Minimum of three years of professional experience in the area of substance abuse and pregnancy, including research and direct patient contact.
- Demonstrated experience in interviewing subjects for research purposes.
- Demonstrated strong interpersonal verbal communication skills, public speaking and writing skills.
- Strong organizational and time management skills.
- Must pass a criminal background check. May require disclosure of Washington State Patrol criminal identification records (WAC 388-06-0170& RCW 43.43.832).
- For this position, bilingual ability in English and Spanish is desired, but not required.

Special Requirements:

A valid Washington State driver's license and minimum Washington State liability auto insurance required at time of hire.

FAMILY EDUCATION AND SUPPORT SERVICES IS AN EQUAL OPPORTUNITY EMPLOYER AND IS COMMITTED TO WORKING WITH ITS EMPLOYEES TO REASONABLY ACCOMMODATE THEM WITH THE PHYSICAL ASPECTS OF A POSITION. QUALIFIED APPLICANTS ARE CONSIDERED FOR EMPLOYMENT WITHOUT REGARD TO RACE, CREED, RELIGION, COLOR, AGE, SEX, NATIONAL ORIGIN, MARITAL STATUS, VETERAN STATUS, SEXUAL ORIENTATION, OR THE PRESENCE OF ANY SENSORY, MENTAL, OR PHYSICAL HANDICAP.