

Employment Opportunity

Position Title: Program Services Manager (LCSW or LMFT or ability to obtain within one year)

Division: Memory Support Services

Reports to: VP, Memory Support Services

Status: Full Time Exempt

Agency Overview: Founded in 1982, Alzheimer's Orange County is an independent community based 501c3 non-profit organization serving vulnerable older adults in Orange County who are experiencing cognitive decline and their family care-partners. We are looking for mission driven, compassionate and skilled employees who seek to make a difference in the lives of those with cognitive loss. We highly value life-work balance and offer an extensive **benefits program which includes health, dental, vision, life, disability and long-term care insurance, flexible spending accounts and a 403(B) plan for eligible employees.**

General Summary:

The **Program Services Manager reports to the VP of Memory Support Services, he/she** oversees our direct client services, providing hands-on support, training and mentorship to assigned case managers, volunteers and MSW interns. These services include our **ECM program, Helpline, Memory Screenings and Care Consultations.** Daily operational responsibilities include managing the following programs:

Enhanced Case Management (a CalOptima/CalAim program) team serving vulnerable older adults on MediCal.

- **Clinical & Administrative Oversight:** Auditing/reviewing/approving needs assessments, care plans, interventions, goals and case notes, assigning caseloads, and ensuring strict compliance with state/federal regulatory mandates like HIPAA. Ensuring that we are always audit ready/compliant.
- **Staff Training & Mentorship:** Training, coaching, and conducting regular performance reviews of lead case managers and interns. Ensuring they are properly trained to do in-home assessments, SMART case notes and meeting both client goals and performance goals.
- **Systemic Issue Triaging:** Escalating high-risk client scenarios, troubleshooting care bottlenecks, and leading bi-weekly multidisciplinary case conferencing, aimed at improved service delivery and problem solving for challenging clients in support of case managers.

Care Services

The PM's daily responsibilities will include providing the following services themselves, as well as training staff, volunteers and interns to provide these core services.

Helpline is staffed by volunteers, MSW interns and staff; providing education, information, resources and referral assistance; support by telephone, e-mail, or in-person

Care Consultations to individuals and families impacted by Alzheimer's disease and other forms of dementia.

Memory screenings- train staff and students to administer both the MoCA) and the SLUMS cognitive screening tools (training provided).

Essential Job Functions:

- Demonstrates knowledge, sensitivity and empathy regarding Alzheimer's issues
- Provides weekly individual supervision, training and scheduling of MSW interns. Maintains appropriate social work and agency ethical standards of practice for client communication, documentation and confidentiality, following policy and procedures of the profession and agency.
- Participates in the development, adherence and achievement of goals and objectives consistent with the strategic plan in collaboration with other key staff as needed.
- Participate in regular meetings with department directors to support a coordinated effort
- Represents AlzOC at community meetings and events and collaborates with other providers in the aging services network as needed.
- Other duties as assigned.

Minimum Requirements:

- LCSW or MFT license or ability to obtain within one year.
- Familiarity with Alzheimer's disease and related disorders
- Three + years' experience Supervisory experience managing direct service staff
- Experience in in-home service delivery, program development, and supervision of graduate social work student interns preferred
- Knowledge of the aging service delivery system in Orange County helpful
- Excellent leadership, initiative, integrity, customer service and motivational skills
- Effective time management and organizational skills required
- Ability to represent Alzheimer's Orange County in a professional manner
- Proficient in the use of a personal computer and Microsoft Office applications, Docusign, experience with Salesforce and EHR a plus
- Ability to travel within Orange County as needed to perform job duties

The job profile in no way states or implies that these are the only duties to be performed by the jobholder. The employee will be required to follow instructions and perform other duties as requested by his/her supervisor or manager. This is not meant to be an exhaustive list of job duties. Essential elements may change when necessary.

Alzheimer's Orange County is an equal employment opportunity employer and strives to comply with all applicable laws prohibiting discrimination based on race, color, creed, sex, age, national origin or ancestry, physical or mental disability, veteran status, marital status, medical condition, sexual orientation (gender identification), as well as any other category protected by federal, state, or local laws.