

Employment Opportunity

Position Title: Program Services Manager
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 501 c 3 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 PTO, Paid Holidays, health, dental, vision, life, disability and long-term care insurance, flexible spending accounts and a 403(B) plan for eligible employees, and mileage reimbursement for required home visits.**

General Summary:

The **Manager of Program Services reports to the VP of Memory Support Services; he/she** oversees our direct client services, providing hands-on support, training and mentorship to all programs staff including case managers, volunteer support group facilitators and MSW interns. These services include our **MediCal based Enhances Case Management (ECM) program, Helpline, Memory Screenings, Support Groups 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.

- **Administrative Support and Oversight:** Auditing/reviewing needs assessments, coordination of the approval of 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, admin support. 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- administered in both the MoCA and the SLUMS cognitive screening tools and will be conducted primarily MSW interns and PGM will provide training.

Essential Job Functions:

- Demonstrates knowledge, sensitivity and empathy regarding Alzheimer's issues.
- Provides training and scheduling of MSW interns in partnership with the VP and Director of Education.
- 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:

- MSW, GSW or MPH preferable or similar degree with significant experience.
- Familiarity with Alzheimer's disease and related disorders.
- Two + years' experience Supervisory experience managing direct service staff.
- Experience in in-home service delivery, program development, and supervision of volunteers and interns (clinical supervision of MSW interns provided by the VP).
- Knowledge of community service/resources for older adults in OC 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 Microsoft Office applications required, 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.

To apply: all applicants MUST submit a cover letter and resume to be considered for this position. Please send all documents to alzoc.hr@gmail.com.