



Program Manager

Felton Early Psychosis Programs (formerly PREP) San Mateo County

Agency Overview

Founded in 1889, the Felton Institute (formerly Family Service Agency of San Francisco) has a history of innovation in services for vulnerable children, families, and adults for almost 130 years. Felton's mission is to respond to human needs with cutting edge social services and treatment that combine the best social science research with cultural sensitivity, a deep respect for the consumer, and a commitment to social justice. With over 46 programs in 15 languages at sites throughout the San Francisco Bay Area and surrounding counties, our comprehensive array of services reaches across all racial, ethnic, cultural, and linguistic lines. At the heart of our work is the belief that individuals and families in crisis must have access to services and resources to help them build on their inherent strengths and develop self-sufficiency. Felton offers a dynamic, challenging, and supportive work environment where staff is encouraged to increase their skills and enter new domains.

Program Description

Felton Institute's Early Psychosis programs (formerly PREP) were originally developed in partnership with the University California San Francisco (UCSF). The Felton Early Psychosis Model specializes in psychosis early detection and intervention with a multi-disciplinary approach to treatment. Our program model combines evidence-based practices including Cognitive Behavioral Therapy for Psychosis (CBTp), Strengths-Based Care Management, Multi-family Group Therapy, Peer Support, Algorithm-Based Medication Management, Individual Placement and Support (IPS) model of supported education and employment, and access to Cognitive Remediation Training. The model expanded into two new components, BEAM and BEAM UP, providing early intervention services for individuals with psychosis and mood disorders and individuals at clinical high risk of developing psychosis, respectively. Funded through partnership with respective county behavioral health departments, Felton implements coordinated specialty care services with outcome driven fidelity measures, and currently operates sites in multiple counties: San Francisco, Alameda, San Mateo, Monterey, and Kern. We provide excellent training and workforce development.

Position Overview

The Program Manager is responsible for the overall program and clinical operations of the Felton Early Psychosis program site, monitoring client services, maintaining compliance with quality assurance standards and managing personnel. Local travel between agency sites as well as direct service provision to a small number of clients is expected. This position reports to the Associate Director.

Specific Duties and Responsibilities (Essential Functions)

- Responsible for the day-to-day operations and clinical supervision, including staff productivity, maintenance of quality assurance standards, adherence to MediCal/MediCare and commercial insurance documentation requirements, and data collection for measured outcomes.
- Ensure contract compliance with all funders including submitting required progress reports.
- Responsible for personnel management including recruitment, onboarding, training, regular supervision meetings, performance evaluations and compliance with agency requirements and regulations.
- Provide individual and/or group supervision to staff accruing clinical experience and hours for professional licensure.
- Collaborate with leadership team to implement our early psychosis model in accordance with fidelity measures and strategic development plans.
- Manage flow of referrals, intakes, and caseloads.
- Monitor staff performance in relation to client engagement, problem-solve issues, and take timely action to promote accountability for self and others.
- Ensure accessibility and welcoming of all people.
- Utilize operational knowledge of PREP programs to identify and recommend strategic initiatives for program expansion as well as improve data collection methods.
- Ensure team's compliance with all policies and procedures, evaluation and research protocols and evidence-based practices fidelity measures.
- Participate in the delivery of training and/or program presentations.
- Actively engage in program's outreach campaign and liaison with other Felton departments regarding media campaign, outreach materials, and facilitate community involvement and/or advocacy.



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- Contribute to all assigned committees and meetings (leadership meetings, steering committee, operations meetings, etc.) and represent Felton's program in stakeholder, county, and other assigned meetings.
- Attend and participate in all assigned trainings for professional, program, and agency development.
- Additional duties as needed.

Qualifications

- Master's Degree (or higher) in Social Sciences, Psychology, Counseling Psychology or related field **AND** current California State Licensure. Two years post licensure and completed necessary course requirements to provide clinical supervision to BBS registered interns required.
- Three years of supervisory experience in community mental health programs **OR** one year of supervisory experience in early psychosis program.
- Five years of experience providing mental health services to youth or young adults with serious mental health challenges **OR** two years of direct service experience in early psychosis program.
- Personal or family experience of overcoming mental health challenges highly desirable.
- Demonstrated proficiency in Microsoft Word, Excel, PowerPoint, Outlook, and ability to type 45 WPM.
- Valid California Drivers' License with an excellent driving record.

Competencies

- Exceptional management skills and ability to coach staff to effectively engage clients and family members.
- Ability to establish trusting, hopeful relationships with clients and their families
- Demonstrated experience implementing evidence-based practices to fidelity.
- Demonstrated ability to interact with and respect differences of opinion, beliefs, culture, appearances and ways of life
- Customer service perspective and strength-based approach to management
- Ability to lead culturally diverse multidisciplinary team
- Ability to manage a program budget
- Knowledge of respective county behavioral health department and community resources.
- Knowledge of County, State and Federal requirements for documentation and reporting, including MediCal/MediCare standards, CPT codes, etc.
- Knowledge of Cognitive Behavioral Therapy (CBT) and treatment of co-occurring mental health and substance use disorder preferred. Experience with CBT for Psychosis (CBTp), a plus.
- Good negotiation, problem-solving, and political savvy skills.
- Excellent communication (written and verbal) and interpersonal skills.
- Adaptable, open to change, and able to tolerate ambiguity.
- Strong organizational skills, attention to detail, ability to prioritize tasks, and manage time effectively
- Demonstrated experience as a team player with a welcoming attitude
- Bilingual/Bicultural and fluent in Spanish or Asian languages preferred, but not required

Physical Requirements, Use of Equipment, and Work Environment:

The position requires sitting at a desk approximately 60% of the time, with standing 20% and walking or driving 20% of the time. Ability to perform routine bending, stooping, twisting, and reaching. Lifting may be required occasionally of no more than 20 lbs at a time. Approximately 60% of the time the employee uses a computer, keyboard, mouse, telephone, mobile phone, fax machine, copier, and video conferencing equipment. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work is performed in an office environment and/or at various community locations and requires local travel.

Additional Information

Job Title: Program Manager | Division: Early Psychosis
Position: 1.0 FTE (Full Time), Exempt | Compensation: DOE
Reports to: Associate Director

SEND RESUMES TO:

BRUCE ADAMS
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