

TITLE: SSI PROGRAM DIRECTOR

SUMMARY: Under the direction of the Chief Executive Officer (CEO) the Program Director oversees the coordination and administration of the overall and daily operational aspects of the SSI Outreach Program.

REPORTING RELATIONSHIPS: This position reports to the CEO.

STATUS: Full-time, Exempt

RESPONSIBILITIES:

1. Plan, organize and manage the overall and daily operations of the SSI Outreach Program in accordance with the mission and the goals of the program guidelines.
2. Develop new initiatives, long-term goals and objectives to achieve the successful outcome of the program.
3. Consult with the CEO and recommended potential changes to enhance the program as appropriate.
4. Ensure that they program activities operate within the policies and procedures of the organization.
5. Develop forma and maintain records to document program activities.
6. Oversee the collection and maintenance of records on clients according to the confidentiality/privacy policy of the organization.
7. Maintain data, records, and reports required for program including timecards, statistical information. MHA Client Trax, monthly reports, and annual reports.
8. Establish and review the duties and guidelines of the SSI Outreach Specialist and Program Assistant positions.
9. Recruit, interview, and select well-qualified culturally competent staff capable to serve various cultures.
10. Provide staff appropriate training in accordance with organizational standards.
11. Ensure staff maintain knowledge and current Social Security eligibility guidelines and disability requirements.
12. Conduct staff meetings, compliance, safety, and other trainings as necessary.
13. Supervise the daily activities of the staff, including problem solving and coordination.
14. Review casework of staff and records maintained.
15. Schedule office and field time for SSI Outreach Specialists and support staff.
16. Establish and maintain excellent community relationships with county, state, federal, and local agencies to increase collaboration, effectiveness, of the program.
17. Attend county and community meetings, conferences, trainings as required or appropriate to develop and maintain collaborative relationships, and up-to-date knowledge and expertise of mental health programs/issues/changes and SSI/SDI disability program updates.
18. Maintain program within allocated monthly and annual budgets.
19. Provide consultations, trainings, and presentations to eligible county and county contracted clinics and hospitals.
20. Perform other duties as assigned or required.

QUALIFICATIONS:

1. A bachelor's degree in or social/human services, sociology, or other behavioral science OR two-years of progressively responsible social work experience in a public or private agency, OR acceptable comparable knowledge and experience with major mental illnesses.
2. Compassion and patience to work with severely mentally ill clients.
3. Competency and sensitivity to collaborate with multicultural clients and their families.
4. Proficient communication skills (written and verbal).
5. Proficient computer skills: Microsoft Office 365, Word, Excel, PowerPoint, and internet.
6. Excellent organization, follow-up, and critical thinking skills.
7. Ability to recruit, select, oversee, and manage qualified staff.
8. Ability to provide community presentations and trainings.
9. Ability to create and understand reports, basic accounting, and maintain accurate records.

10. Ability to establish and maintain positive working relationships internally and externally.
11. Possession of a valid driver license and driving records acceptable to MHA standard, and willing to drive to different locations in Orange County.
12. COVID-19 vaccination and booster are preferred.

PHYSICAL DEMANDS:

1. Sit: Stationary position at least 70% of the time.
2. Move: Frequently move about the inside of the office to access file cabinets, office machinery, etc.
3. Operate: Ability to operate a computer and other office productivity machines, such as a calculator, copy machine, and computer printer. Must have the physical dexterity to be able to type at minimum 40 WPM.
4. Communicate: Communicates daily with Consumers, staff and outside resources that have inquiries; must be able to exchange accurate information in these situations.
5. Ability to lift up to 20 pounds.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

The Mental Health Association of Orange County is an equal opportunity employer. We encourage all qualified job applicants to apply for open positions regardless of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression, or any other legally protected status.