



JOB DESCRIPTION

Job Title: Program Manager Social Support Navigation (Full Time, Exempt)

Program: Social Support Navigation- 1115 Waiver

Pay Rate: \$25.65 hour

Location: Clifton Park Office

Job Category: Oversee activities for one or more programs for the organization. Often engaged in program client communication. May be responsible for establishing and managing partnerships with public and private organizations, training staff and volunteers and reporting on program outcomes. Duties include research, correspondence, mailings, filing, inputting data, budgeting and maintaining program databases. May supervise up to five (FTE) staff.

Job Summary:

The Program Manager is responsible for the overall management, coordination, and performance of the 1115 Waiver program and related services. This position provides leadership and oversight to program staff, ensuring services are delivered in accordance with grant requirements, Medicaid standards, agency policies, and program expectations. The Program Manager is responsible for staff supervision, productivity and performance monitoring, referral oversight, billing and invoice tracking, program compliance, data management, and overall service quality. The Program Manager works closely with agency leadership and community partners to ensure program goals, contractual requirements, and performance expectations are met.

Duties and Responsibilities:

- Ensure program operations and service delivery meet Medicaid, Grant, Agency and Contractual requirements.
- Establish and monitor program goals, performance measures, workflow, and productivity expectations.
- Identify operational challenges and implement solutions to improve performance.
- Serve as primary program contact for external stakeholders, maintaining effective relationships with referral sources, community partners and funders.
- Provide direct supervision, leadership, coaching and support to program staff.
- Oversee staff hiring, training, workloads, schedules and coverage, as well as performance review and development.
- Monitor client referral volume, capacity, services and outcomes.
- Monitor service billing, invoicing, and compliance
- Complete reporting for agency, funders, and stakeholders as required
- Complete agency, funder and Medicaid trainings as required.
- Perform direct client service as needed.
- Ensure confidentiality and security of program and client information
- Perform other related work as assigned.

Skills Required:

- Strong leadership, supervisory, organizational, and problem-solving skills.
- Ability to manage staff performance, productivity, and accountability.
- Strong analytical and data-management skills with attention to detail.
- Excellent written and verbal communication skills
- Ability to manage multiple priorities and meet deadlines.
- Proficiency with Microsoft Office and electronic databases.

Qualifications:

- Bachelor's degree from an accredited college or university in human services, counseling, education, business, public administration, or related field preferred. Associate's degree with relevant experience may be considered.
- Previous supervisory, program management, or case management experience required
- Experience with Medicaid, 1115 Waiver services, billing, referrals, or healthcare/social care programs preferred.
- Must possess a valid NYS Drivers License, with driving record acceptable to agency insurance, and provide evidence of appropriate vehicle insurance coverage.
- Ability to lift at least 30lbs.

Telecommute and Remote Work:

The primary functions of this position require in-office and in-community services. Occasionally, project assignments could be accomplished remotely with supervisor permission.

Employer Disclaimer:

- Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their direct supervisor.
- This job description does not create an employment contract, implied or other than an "at will" employment relationship.

CAPTAIN CHS is proud to be an Equal Opportunity Employer (EOE).

To apply for this position please send cover letter and resume to Jessica Valcik, Housing and Crisis Services Director, at jessica@captaincares.org