



CARING FOR OUR COMMUNITY ONE PERSON AT A TIME

## Job Description

*Job Title:* Program Manager – Charles Street Residence & Recovery Apartment Program

*Department:* Residential Programs & Housing

*Position Status:* Non-Exempt  
Full time

*Supervised by:* Director of Client Services

### *General Statement of Duties:*

Under the supervision of the Department Director, this position is responsible for managing and supervising the Charles Street Residence (CSR), Recovery Apartment Program (RAP), and associated staff, ensuring quality of services and compliance with program & regulatory policies and procedures in line with the Agency mission.

### *Specific Management Duties:*

- Oversee and manage Certified OASAS programs, day-to-day workflows, training, reporting, and occupancy
- Monitor, evaluate, and audit program activity, including processes and documentation to ensure proper execution of referrals, intakes, admissions, service planning, and discharges, **and** compliance with the program model, regulations, and Agency policies and procedures
- Ensure the programs and services in these programs are compliant with and follow the guidelines and regulations put forward by the funding source
- Monitor the delivery of programs and services to ensure quality and make recommendations for improvements
- Manage program budget and resources in a responsible manner
- Monitor and track established program goals and outcomes as required by Agency administration and regulatory bodies
- Complete necessary Agency, funding, or other reports
- Attend and participate in Agency and community meetings as designated
- Other related work, as requested

### *Specific Supervisory Duties:*

- Conduct regular 1:1 supervisory meetings and provide feedback to staff
- Maintain notes related to supervisory meetings detailing topics discussed, plans for improvement and needed training, accomplishments and successes, deadlines, etc.
- Support employees' personal and professional growth and development
- Participate in program staff hiring, performance improvement, and separation when appropriate
- Complete performance evaluations following probationary periods, annually, and at other appropriate intervals
- Monitor time and attendance
- Mentor employees and lead by example

### *Required Knowledge and Skills:*

- Verbal and written communication skills
- Self-initiation and time management skills
- Knowledge of substance use disorders, behavioral health, and social service systems
- Leadership skills, including the ability to create and foster a positive work environment
- Computer and technology skills, including proficiency with MS Office

*Qualifications:*

- Must have current credentials as a CASAC, Certified Rehab Counselor, Therapeutic Recreation Therapist, Licensed Social Worker or other Qualified Health Professional (QHP), as defined by OASAS (14 NYCRR Part 800) and a minimum of 5 years full time work experience with Substance Use Disorders.
- Bachelor's Degree in a related field preferred
- Supervisory experience preferred
- Must successfully complete an Agency-approved supervisory or management training course within 1 year of hire

*Additional Expectations:*

- Must have a valid NYS Driver License, an acceptable driving record, and adequate auto insurance coverage
- Must work the expected 40 hours weekly, Monday-Friday
- Must comply with Agency and program policies and procedures
- Required to understand and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Required to report any known or suspected violation of laws, regulations, policies, or procedures related to programs, services, Agency operations, or personnel of the Agency
- Required to maintain accurate documentation including, but not limited to, purchase orders, petty cash, expenditures, mileage records, and time sheets
- Required to ensure that employees are aware of and abide by the laws, regulations, policies, and procedures that apply to the program or services provided
- Process reports of known or suspected violations with the Agency Compliance Officer, without any retaliatory action against any employee