

Aid and Assist Program Manager

Department: Aid and Assist | Reports to: Executive Director

FLSA Status: Full Time, Exempt

Salary: Range is \$52,000 to \$62,000, DOE

The Northwest Regional Re-entry Center (NWRRC) helps offenders make a safe and successful transition back to their communities. NWRRC's mission is to support, educate and encourage our residents, while they do the work necessary, to develop and implement an Individualized Program Plan that guides them in the successful transition back into their communities/families including finding employment and housing, without reoffending. We are also committed to assuring constant supervision, providing structure for accountability and as a result protecting the community. Visit our website at nw-rrc.org to learn more about us.

Purpose:

The Aid and Assist Program Manager provides leadership and supervises all daily operations of the Aid and Assist program at the Northwest Regional Re-Entry Center (NWRRC). In addition, the position provides support to the Executive Director on matters related to the program and the Aid and Assist population. The Aid and Assist Program Manager is responsible to ensure all program services are provided as contracted, metric outcomes are accomplished, on-call responses to incidents and emergencies are done, and other duties as assigned.

Aid and Assist means when a person is accused of a crime and they are unable to participate in their trial, because of a qualifying mental illness; or otherwise referred to as being Unfit to Proceed. In these cases, the court may issue an order under for the defendant to be sent for restoration services so they can become well enough to "aid and assist" in their own defense.

Duties and Responsibilities:

Under the direction of the Executive Director and in conjunction with the assigned Multnomah County Program Case Manager and other management staff, the Aid and Assist Program Manager is responsible to provide leadership planning and direction, coordination and integration of all related programs. programs.

- Acts as a member of NWRRC's management team including participation in the development of facility policies and procedures and providing feedback.
- Ensures that the OHA program contract is adhered to and program guidelines are followed; maintains knowledge of and compliance with applicable federal, state, county, city regulations, and internal policies and procedures.
- Ensures that the program is fulfilling NWRRC's mission and offers recommendations to the Executive Director for the program's continued success; establishes program goals, objectives and priorities.
- Provides effective leadership for the Aid and Assist department staff.
- Plans and organizes the daily activities of the Aid and Assist department.
- Reviews all Aid and Assist referrals received to determine level/type of service needs (including engagement), necessary risk mitigation, accessibility to the community and appropriate bed

assignment. If acceptability to the program is questioned, problem solve with the appropriate County Mental Health Liaison.

- Ensures documentation requirements are in compliance with all applicable internal and external regulations, including maintaining accurate resident files.
- Assists the Multnomah County Case Manager to ensure that Aid and Assist residents are referred to and receiving appropriate outside care.
- Leads efforts to allocate staff resources to engage residents in active services when residents are unable and/or unwilling to initiate engagement.
- Identifies obstacles to optimum service delivery and recommends corrective action.
- Approves resident passes and itineraries and assures risk mitigation is established and documented.
- Monitors program census and medication compliance.
- Provides input regarding discharge and transition planning for the residents.
- Administers appropriate disciplinary sanctions.
- As directed, represents NWRRC internally and externally to state and County Mental Health organizations, NWRRC Board of Directors, other associated agencies, families and community support members.
- Manages program budget and recommends expenditures consistent with established protocols.
- Proposes projects, resources, materials, supplies and equipment needed to insure proper operation of the program and recommends corresponding budget/purchase requests to obtain resources necessary to make improvements as needed.

Other Duties:

- Provides on-call support to the program on evenings, nights and weekends to manage emergent issues as they arise. May require on-site response support at times.
- Assists in crisis situations as appropriate, following emergency protocols/procedures.
- Participates in the interview/hiring process for assigned program areas.
- Evaluates and supervises the work performance of NWRRC personnel performing activities under the contract. In conjunction with Human Resources, develops evaluation tools, ensure timely performance evaluations take place, and evaluate the effectiveness of the personnel evaluation.
- Performs other duties as assigned.

Qualifications:

The Aid and Assist Program Manager shall have a minimum of Bachelor's Degree in a related field from a recognized university with credit hours in social work, sociology, psychology and/or corrections. A four-year degree in disciplines such as Public Administration or Business Administration may also be acceptable. A preferred candidate will have experience in prior project and/or program management. Program management experience should include development of program rules and policies, establishing outcomes and deliverables, program evaluation, as well as, knowledge of contracting procedures, personnel management, substance abuse or drug addiction services, mental health treatment, and caseload management. A successful candidate will be comfortable working in a diverse and high intensity environment. Directly related, successful experience may be substituted for some or all of the degree requirements.

Key Knowledge and Skills Preferred:

- Excellent organizational skills, highly effective project and people management skills, and exceptional communication skills, both written and verbal.
- Ability to maintain professional boundaries with clients, the community, and other staff members.
- Ability to network and promote program in the community as needed which may include public speaking.
- Must have good computer skills including a functional knowledge of Outlook, Word and Excel. Ability to master use of NWRRC's specific programs and software.

Availability: Ability to meet the 24/7 demands of the facility and available to work on short notice and on call. The general schedule of this position will be Monday through Friday.

Clearance: Must successfully pass both a federal and state background investigation and pre-employment drug screening to work at NWRRC. The use of/testing positive for any federally controlled substance, including any level of cannabis/THC, is not tolerated. A pre-employment psychological assessment to evaluate the individual's strengths and weaknesses directly relevant to the position may be required.

Certificates/Licenses: Valid driver's license is required with a sufficient driving record (DMV check required).

Environment:

The Aid and Assist Program Manager shall understand the risk and stress involved with providing supervision and residential support services for up to 150 residents under a variety of contracts. The stress related to the operation of a 24/7 residential facility is different from week day office operations and may have adverse impacts on the Aid and Assist Program Manager and other NWRRC staff. The Aid and Assist Program Manager shall be sensitive to signs of these stresses during operation of the facility and specifically in the evaluation of subordinates' work performance. The Aid and Assist Program Manager shall promote the use of vacation and time away from work for NWRRC staff when appropriate.

Operational Discretion:

The Aid and Assist Program Manager reports directly to the Executive Director. The Aid and Assist Program Manager must be able to function independently to manage and lead all personnel and aspects of the Aid and Assist department. While supervision and consultation shall be readily available from the Director and the Assistant Director, the Aid and Assist Program Manager shall direct and manage all aspects of the assigned functional areas within the relevant legal, regulatory, and contract requirements and overall NWRRC policies. It is expected that the Aid and Assist Program Manager will keep appropriate parties updated on any and all actions and occurrences that fall outside what regular operation.

Benefits:

We pride ourselves on offering great perks to our full-time staff. Here are some highlights:

- Industry competitive wages with the potential for generous merit-based increases and cost-of-living adjustments
- Generous time off; you will receive 48 hours of annual PTO and accrue additional vacation and sick time every 2 weeks
- NWRRC-funded SEP-IRA retirement plan; the current contribution is 7% of your gross earnings
- 100% employer-paid medical, dental, and vision insurance premiums for staff
- Tuition assistance
- Fitness center subsidy
- Free meals available from NWRRC's cafeteria

How to Apply:

To be considered, submit a current resume and letter of interest explaining the following: why you are interested in NWRRC, why you are interested in this position, explain how your background and experience has prepared you for this opportunity, and anything else you find relevant. Visit our website at nw-rrc.org to learn more about our organization.

NWRRC is an equal opportunity employer and is firmly committed to diversity in all areas of work. We believe that we have much to learn and profit from diverse cultures and perspectives, and that diversity will make NWRRC more effective in meeting the needs of our residents.