



**Position:** Program Manager Hope and Help Program

**Type:** Full-time, Regular, Non-Exempt Position

**Reports to:** Community Impact Director Information, Referral and Partner Development

**Department:** Impact

**Position Summary:**

Many residents in our community need access to mental health and/or substance use supports but face barriers due to complicated system navigation, elaborate eligibility requirements, and stigma in their community. The goal of this position is to collaborate with partners to best support residents seeking care for their mental health or substance use disorder to improve wellbeing. Program strategies will increase access to mental health services and substance use treatment, as well as connect residents to basic needs supports by developing a collaborative and bi-directional Smart Referral Network (SRN) of program providers.

The Program Manager will oversee our Hope and Help Program which will involve developing, growing, managing, and supporting a specialty referral network of Substance User Disorder (SUD), Mental Health (MH), Social Determinants of Health (SDOH) partners to improve wellbeing in our community. This role will also engage technology solutions and outreach methods to help connect residents to care to improve mental health and substance use disorders.

**Responsibilities and Duties:**

- Develop a collaborative network of mental health and substance use disorder service providers and grassroots community health workers.
- Convene monthly meetings of network partners to foster closed loop referrals, collaborative care, and improve program outcomes.
- Access, onboard and train initiative partners to the (SRN)
- Monitor SRN partners' referral inboxes, and support agencies to close referral loops and report outcomes.
- Collaborate with the UWMC Marketing Manager to market supportive services broadly throughout the community using traditional and social medial channels.
- Project manage the creation of new software:
  - Key word texting campaigns that provide resources and referral information for SUD and MH services for diverse audiences.
  - Chat bot software that allows residents to access and self-refer to a collaborative and bi-directional referral network of SUD, MH, and SDOH program providers.
- Collaborate with software developers to trouble shoot issues and create innovative solutions aligned with the goals of the program.
- Prepare regular reports independently and ensure completion in a timely manner.
- Support fundraising activities.
- Other duties as requested.

**Core Competencies:**

- *Mission oriented – Performance and professional motivations are driven by a commitment to creating real social change that leads to better lives and healthier communities.*
- *Relationship oriented - Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.*
- *Collaborator – Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.*
- *Results driven – Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.*
- *Brand Steward – Steward of the United Way brand and understands his/her role in growing and protecting the reputation and results of the organization and greater network.*

**Functional Competencies:**

- *Strategic Community Collaborator - Engages diverse stakeholders to accurately and effectively assess community needs and with credibility, authenticity and humility strategically guides United Way to contribute to Monterey County's priorities.*
- *Effective & Engaging Communicator - Is an effective and passionate communicator, articulating the United Way message in a way that inspires other to act in service to the organization and the community.*
- *Critical Thinking & Creative Problem Solving - Able to address and manage complex issues to achieve desired results. This includes the ability to gather, interpret and use relevant data to drive strategy development, make decisions and drive for results.*
- *Planning & Implementation - Leads and takes initiative in planning and developing initiatives within impact areas to achieve results that drive collective community outcomes.*
- *Embracing & Managing Change - Champions and facilitates change to ensure long-term community sustainability. Adapts successfully to changing needs while maintaining positive relationships with all constituents, internal and external.*

**Skills and Qualifications Required:**

- Minimum 2-3 years of experience working in social services, preferably in program management, marketing and community outreach
- Knowledge of the human services system in general and community services in Monterey County preferred, especially an understanding of SUD and MH services.
- Ability to interact with diverse audiences including funders, clients, and agencies.
- Strong program management and organizational skills.
- Proven history managing competing priorities.
- Impeccable attention to detail.
- Understanding of closed loop referrals; familiarity with the Smart Referral Network and/or database software is preferred.
- Excellent oral and written communication skills in English and preferably Spanish, including public speaking.

**Compensation & Benefits:**

Salary Range: \$47,000 - \$52,000-year, salary commensurate with experience

**Benefits:** include healthcare, dental, vision, retirement plan, disability, life and generous paid time off and holidays.

**To Apply:** Please submit a resume and cover letter to [info@unitedwaymcca.org](mailto:info@unitedwaymcca.org)

*United Way Monterey County is an Equal Opportunity Employer.*