

Administrative Director

1. Provides day-to-day executive support at New Life Community Services (NLCS).
2. Independently plans and carries out assignments that are complex in nature, resolves frequent problems and conflicts that arise, and interprets policy as appropriate.
3. Collaborates with others, exercises self-direction to improve work habits, organizational skills and relationships with others, and is able to work effectively as a team member under multiple demands and expectations.
4. Monitors, develops, and implements fundraising (including grants).
5. Represents NLCS in networking, public relations, and liaison with the Executive Director, the Financial Director, as well as the Financial Committee of the NLCS Board of Directors.
6. Works with the Executive Director to develop new programs for clients and Employee Assistance Programs.
7. Guides implementation of the Electronic Health Records and Insurance Clearinghouse operations.
8. Develops relationships in the community to enhance New Life Community Services.
9. Coordinates the Donor Perfect database with the Financial Director and Executive Director.
10. Responds to requests for information, maintaining tracking logs, filing systems and records.
11. Oversees thank you letters, with fresh content; Drafting, typing, proofreading, formatting and initiating correspondence (memos, emails, and other documents) often of a confidential nature.
12. Generates reports, as may be requested by other agencies, the NLCS Board, Executive Director, Director of Operations or Clinical Director; Compiling data from multiple sources, consolidating and formatting in Microsoft Excel and Word.
13. Develops a thorough understanding of Title IX regulations regarding health and safety of treatment facilities.
14. Coordinates marketing with printed materials (brochures) email (Constant Contact), website.

Administrative Director – cont'd.

15. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
16. Coordinates Medi-Cal covered health services for a client. (6)
17. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
18. Assists individuals and families with aspects of the Medi-Cal application process. (8)
19. Attends training related to the performance of MAA. (20)
20. Contract Administration (A) for Medi-Cal services specific for Medi-Cal populations and Non Medi-Cal Populations. (12 & 13)

Employee Signature (please sign in blue ink)

Date

Employee Name (Printed)

Clinical Program Director

1. Oversee, ensure sound clinical decisions daily through supervision of and consultation with senior clinical staff
2. Report to the CEO/Executive Director weekly regarding client and staff issues and program utilization
3. Report to the CFO monthly regarding budgetary issues
4. Report quarterly to the Board of Directors regarding program utilization issues
5. Ensure program compliance with federal and state regulations (along with the Executive Director and COO who ensure compliance with food services and facility maintenance)
6. Oversee the clinical functions and services of onsite management and trainees/interns
7. Under the general oversight of the Executive Director, to autonomously pursue development and implementation of goals, policy and procedure affecting clinical operations
8. Liaison with and represent NLCS in referring/contracting agencies through written, telephonic, in-person, email, and meeting attendance interactions
9. Assign tasks to Operations Manager, Intake Officer, and On-Site Managers, as appropriate
10. Oversee, recruitment, function and training of interns and counselors
11. Set client record keeping procedures with support from the Intake Officer and the Program Coordinator
12. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
13. Coordinates Medi-Cal covered health services for a client. (6)
14. Assists individuals and families with aspects of the Medi-Cal application process. (8)
15. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
16. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)

Continued on following page

Clinical Program Director – cont'd.

17. Attends training related to the performance of MAA. (20)

Employee Signature (please sign in blue ink)

Date

Counselor

1. Primary support for assigned clients and night therapeutic groups.
2. Responsible for all general case management services for all assigned clients and to assist in the general delivery of therapeutic services to the residential and out patient population as a whole.
3. Manage a client caseload.
4. Conduct full intake and assessment.
5. Charting: case management notes, group notes, counseling notes, and other clinically appropriate documentation as needed to reflect client care.
6. Support client development of treatment plans and goal setting during treatment and in transition to the community.
7. Conduct crisis intervention.
8. Provide individual, family and group counseling.
9. Provide referrals to outside organizations, such as psychiatry, employment resources, etc.
10. Complete Status reports as requested by clients, courts, and probation/parole officers.
11. Perform random drug testing as needed.
12. Support and complete client discharges to ensure appropriate therapeutic support.
13. Data entry in to appropriate electronic record systems, such as AVATAR and ARMS.
14. Attend all weekly team meetings, supervision, and trainings.
15. Consult with a Clinical Supervisor or senior management as needed or required.
16. Perform other tasks as assigned by supervisor, as needed in emergencies, or supporting other staff with supervisor approval.

Employee Signature (please sign in blue ink)

Date

Employee Name (Printed)

Director of Operations

1. Report to the Clinical Director, CFO, and Administrative Director on a weekly basis regarding client staff issues and program utilization.
2. Oversee function and services of On-Site Managers and volunteers as appropriate. Under the general oversight of the Clinical Director, to autonomously pursue development and implementation of goals, policy and procedure affecting operations, including consultations on any client or facility matters.
3. Accomplish specific tasks assigned by Clinical/Administrative Director.
4. Offer ongoing support to staff to deal with stress and workload.
5. Perform or oversee immediate crisis intervention to clients as necessary.
6. Provide life skills education, drug physiology education, and 12-step education to clients as needed.
7. Provide support to the Executive Director, Administrative Director, Clinical Director, and On-Site Managers as necessary.
8. Manage accounts receivable including client budgeting, payment plan development and providing client support and re-strategizing plans for employment searching.
9. Maintain reporting and standards compliancy to STOP.
10. Generate any status letters or updates to any requesting parties.
11. Represent NLCS to all government agencies that pertain directly to specific applicants, clients and alumni.
12. Oversee the clinical staff meeting.
13. Represent NLCS to the public and recovery community as appropriate.
14. Substitute as facilitator as needed.
15. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)

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Director of Operations – cont’d.

16. Coordinates Medi-Cal covered health services for a client. (6)
17. Assists individuals and families with aspects of the Medi-Cal application process. (8)
18. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
19. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
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Date

Executive Director

In program development and administration, the Executive Director will:

1. Ensure that the organization has a long-range strategy which achieves its mission, and toward which it makes consistent and timely progress.
2. Provide leadership in developing program, organizational and financial plans with the Board of Directors and staff, and carry out plans and policies authorized by the board.
3. Promote active and broad participation by volunteers in all areas of the organization's work.
4. Maintain official records and documents, and ensure compliance with federal, state, and local regulations.
5. Maintain a working knowledge of significant developments and trends in the field.

In communications, the Executive Director will:

6. See that the board is kept fully informed on the condition of the organization and all important factors influencing it. To educate and alert the board via monthly and as needed reports addressing all issues of importance and interest to the board in its responsibility for oversight of NLCS.
7. Publicize the activities of the organization, its programs and goals.
8. Establish sound working relationships and cooperative arrangements with community groups and organizations.
9. Represent the programs and point of view of the organization to agencies, organizations, and the general public.

In relations with staff, the Executive Director will:

10. Be responsible for the recruitment, employment, and release of all personnel, both paid staff and volunteers.
11. Ensure that job descriptions are developed, that regular performance evaluations are held, and that sound human resource practices are in place.
12. See that an effective management team, with appropriate provision for succession, is in place.
13. To ensure that personnel and other resources are clearly and effectively utilized to serve the needs of both the clinical and administrative staff.

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Executive Director – cont’d.

14. Encourage staff and volunteer development and education, and assist program staff in relating their specialized work to the total program of the organization.
15. Maintain a climate which attracts, keeps, and motivates a diverse staff of top quality people.

In budget and finance, the Executive Director will:

16. Be responsible for developing and maintaining sound financial practices.
17. Work with the staff, finance personnel, and the board in preparing a budget; see that the organization operates within budget guidelines.
18. Ensure that adequate funds are available to permit the organization to carry out its work.
19. Jointly, with the president and secretary of the board of directors, conduct official correspondence of the organization, and jointly, with designated officers, execute legal documents.
20. Oversee all aspects of program administration, fulfilling the mission statement, including hiring.
21. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
22. Coordinates Medi-Cal covered health services for a client. (6)
23. Assists individuals and families with aspects of the Medi-Cal application process. (8)
24. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
25. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
26. Attends training related to the performance of MAA. (20)

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Intake Officer

1. To report to the Executive Director and Program Director on a weekly basis regarding client and staff issues and program utilization;
2. To oversee function and services of onsite management and volunteers as related to screening, intake, client Medi-Cal awareness/referrals, and client fees collection;
3. Under the general oversight of the Executive Director and the specific oversight of the Program Director, to support the development of goals, policy and procedures affecting clientele and bed count;
4. To perform specific tasks given by the Executive Director and Program Director;
5. To represent NLCS to the public and recovery community as appropriate;
6. To communicate with corrections, probation, parole, the courts, and other referral sources about client status, bed availability, and treatment evaluation through written correspondence, telephone, email, and off-site/on-site meetings.
7. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
8. Coordinates Medi-Cal covered health services for a client. (6)
9. Assists individuals and families with aspects of the Medi-Cal application process. (8)
10. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
11. Attends training related to the performance of MAA. (20)

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Date

On-Site-Manager

1. Acts as on-site manager to meet client needs.
2. Ensures cleanliness, stability and safety of NLCS facilities.
3. Provides health, Medi-Cal and other program information to clients and directs clients (including Medi-Cal enrolled) to services and eligibility offices. (4)
4. Coordinates Medi-Cal covered health services for a client. (6)
5. May assist clients with the Medi-Cal application process. (8)
6. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
7. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
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Program Coordinator

1. Take and distribute email and phone messages.
2. Monitor correspondence, office supply inventory, and filing system (including archiving).
3. Produce statements for accounts receivable, perform accounts reconciliation and assist Financial Director (CFO) with payroll.
4. Prepare reports for contracting agencies, support housing management, and collect housing fees.
5. Establish, maintain and archive various manual/computerized files and generate reports.
6. Compute, record, and proofread data and other information, such as records or reports.
7. Maintain scheduling of various daily, weekly, monthly, quarterly, and annual operational activities.
8. Coordinate staff events, including training logistics.
9. NLCS retains the right to change or assign other duties to this position.
10. As MAA Coordinator, maintain communication with County MAA staff.
11. Ensure that Medi-Cal information, brochures and applications are available for clients and applicants. (Medi-Cal related outreach – 4)
12. Complete other tasks as assigned by management.
12. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
13. Coordinates Medi-Cal covered health services for a client. (6)
14. Assists individuals and families with aspects of the Medi-Cal application process. (8)
15. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
16. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)

Continued on following page

Program Coordinator

17. Assists with administrative aspects of the MAA claiming process. (19)
18. Attends training related to the performance of MAA. (20)

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Date

Program Director

(Title change from Administrative Director)

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2. Independently plans and carries out assignments that are complex in nature, resolves frequent problems and conflicts that arise, and interprets policy as appropriate.
3. Collaborates with others, exercises self-direction to improve work habits, organizational skills and relationships with others, and is able to work effectively as a team member under multiple demands and expectations.
4. Monitors, develops, and implements fundraising (including grants).
5. Represents NLCS in networking, public relations, and liaison with the Executive Director, the Financial Director, as well as the Financial Committee of the NLCS Board of Directors.
6. Works with the Executive Director to develop new programs for clients and Employee Assistance Programs.
7. Guides implementation of the Electronic Health Records and Insurance Clearinghouse operations.
8. Develops relationships in the community to enhance New Life Community Services.
9. Coordinates the Donor Perfect database with the Financial Director and Executive Director.
10. Responds to requests for information, maintaining tracking logs, filing systems and records.
11. Oversees thank you letters, with fresh content; Drafting, typing, proofreading, formatting and initiating correspondence (memos, emails, and other documents) often of a confidential nature.
12. Generates reports, as may be requested by other agencies, the NLCS Board, Executive Director, Director of Operations or Clinical Director; compiling data from multiple sources, consolidating and formatting in Microsoft Excel and Word.
13. Develops a thorough understanding of Title IX regulations regarding health and safety of treatment facilities.
14. Coordinates marketing with printed materials (brochures) email (Constant Contact), website.
15. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
16. Coordinates Medi-Cal covered health services for a client. (6)

Program Director– cont’d.

17. Assists individuals and families with aspects of the Medi-Cal application process. (8)
18. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
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Transportation Officer

1. Supports the daily transport needs of a 38-bed residential substance abuse treatment facility.
2. Serves as the primary Transportation for STOP or AB109 clients, as directed by the Director of Operations. (Medi-Cal related transportation – 10)
3. Purchases/transport food and supplies from various stores and Second Harvest Food Bank, as directed by the supervisor.
4. May assist in facility maintenance issues.
5. Provides transportation for clients, as directed by supervisor. (Medi-Cal related transportation – 10)
6. Assists the Facilities Manager in various duties, as directed by supervisor.
7. Notifies OSM and supervisor of security, safety, and cleanliness issues.
8. Notifies OSM and Director of Operations of issues (especially child or elder abuse).
9. Performs other tasks as the facilities Manager, Director of Operations or Executive Director may assign.
10. Arranges transportation for, and if client has a physical or mental limitation, accompanies individuals and families to Medi-Cal covered health services to meet their identified needs. (10)
11. Attends training related to the performance of MAA. (20)

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Date

Employee Name (printed)