

**JOB TITLE:** Director of Programs (Mental Health Clinical Supervisor)

**EMPLOYER:** Asian Youth Center

**REPORTS TO:** Deputy Director

**EFFECTIVE DATE:** March 1, 2024

**FLSA STATUS:** Full-Time, Exempt, At-Will

**SALARY:** \$100,000 – \$120,000 per year



**SUMMARY:** Provide support and direction for overall program management in the areas of program operations, contract monitoring and reporting, evaluation, staff supervision, team building, personnel administration, public relations, fundraising, and administrative operations for the department. Programs may include United Mental Health Promoters, AYC’s internal staff wellness programming, and other projects. See funding source Scope of Work or contract documents for more specific program information. In addition, the Director of Programs (Mental Health Clinical Supervisor) is a member of the Executive Management team and as such provides support and assistance to the Deputy Director and Executive Director for the agency. This position is based out of San Gabriel, CA with a hybrid schedule. Travel to community events throughout the San Gabriel Valley and other parts of LA County be required as part of the job duties.

**DUTIES AND RESPONSIBILITIES:**

- Provide planning and direction of program design, curricula, and activities;
- Train, schedule, supervise, and coach staff to deliver high quality programming;
- Increase staff and volunteer capability and motivation through recruitment, development, leadership, evaluation, and interactive feedback;
- Formally conduct site visits for staff observation and training;
- Grow program enrollment and maintain an appropriate enrollment to meet budget, government contract, and grant requirements;
- Establish and maintain relationships with all partners and community stakeholders, representing AYC at community collaborative and external meetings as assigned;
- Oversee public relations and outreach activities for programs as needed, including coordination with communication teams for effective marketing and promotion of programs;
- Coordinate events for program delivery as needed;
- Volunteer recruitment and coordination for programming as needed;
- Coordinate translation of verbal and written content from English into Spanish, Chinese, or Vietnamese, and vice versa as needed.
- Demonstrate the ability and competencies to lead others to achieve the outcomes in creating an impact;
- Monitor progress toward and ensure accomplishment of program goals and outcomes;

- Comply with quality control, quality assurance, and program evaluation plans and oversee appropriate data collection and analysis activities; Maintain data collection on demographic information of clients, units of service, and outcomes, for continual learning and evaluation;
- Manage all paperwork and digital work in an accurate and timely manner while respecting confidentiality and security protocols.
- Act as the central point of contact with the funding sources, and attend required trainings and meetings with funding sources, community partners, and others as appropriate;
- Ensure that documentation is accurate, up-to-date, and completed in compliance with AYC and funding source requirements;
- Ensure that accurate and timely reports are submitted as required by AYC and the funding source;
- Coordinate successful proposal writing in partnership with the development team to sustain revenues;
- Partner with communications team to promote and market programming;
- Work closely with the Fiscal Department to develop and utilize budgets, complete invoicing, and maximize program funding in a cost-effective manner;
- Attend and facilitate AYC trainings and meetings including but not limited to program meetings, management meetings, Executive Team Meetings, Board of Director Meetings, and all staff meetings;
- Work on a flexible schedule which may include evenings, weekends, and holidays as needed to meet the needs of program operations and individuals supported; and
- Perform other related duties as assigned by supervisor or as identified in program manuals or funding source contracts.

#### **SUPERVISORY RESPONSIBILITIES:**

- Directly supervises 1-10 employees within the department;
- Indirectly supervises 3-30 employees within the department;
- Fulfills supervisory responsibilities in accordance with the organization's policies and applicable laws; and
- Responsible for working with the HR and operations department to complete hiring, training, and maintaining an effective and qualified staff, including but not limited to:
  - Job postings, interviewing and hiring;
  - Coordination of background checks;
  - Orientation and training;
  - Oversight of ongoing supervision and scheduling;
  - Facilitation of staff and or team meetings;
  - Conducting and reviewing staff performance and disciplinary process when needed;
  - Maintenance of personnel records; and
  - Implementation of personnel policies.

#### **REQUIRED QUALIFICATIONS:**

- ***Current CA Clinical License such as a Licensed Marriage and Family Therapist (LMFT), Licensed Clinical Social Worker (LCSW), or Licensed Professional***

***Clinical Counselor (LPCC) who can provide supervision to other professional working toward their license (Must provide clinical license number on resume);***

- Bachelor's degree in social work or related field from an accredited four-year college or university;
- At least 5 years of related working experience with low-income, at-risk, probation, foster, and/or immigrant youth, families, or seniors;
- At least 2 years of management experience including supervising staff with demonstrated ability to motivate, lead, and team build;
- Ability to plan, implement, and achieve impact;
- Experience with outcome evaluation procedures, analysis, and reporting;
- Experience working with diverse communities;
- Experience with coordinating multi-stakeholder projects;
- Experience representing agency and programs at meetings with funding sources, partner organizations and community-based public meetings, and public speaking;
- Excellent verbal and written communication skills and attention to detail in documentation;
- Excellent computer skills; and
- Certificates, licenses, and registrations required: Adult, Child, and Infant CPR/AED & First Aid Certification; valid California driver's license, excellent driving record, reliable transportation, and auto insurance.

**PREFERRED QUALIFICATIONS:**

- Master's degree in social work or related field;
- **Bilingual Mandarin, Cantonese, Vietnamese, or Spanish;**
- Experience writing grant proposals;
- Experience with Justice, Equity, Diversity & Inclusion theory, and practices as they apply internally to organization, as well as externally to community engagement and program implementation with diverse communities; and
- Working knowledge of local communities in the San Gabriel Valley.

**COMPETENCIES:**

- **Cultural Competence** – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cost Consciousness** – Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

- **Delegation** – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Job Knowledge** – Displays required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **Judgement** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a

positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

- **Technical Skills** – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually moderate to very loud
- The employee must occasionally lift and/or move more than 35 pounds

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*The above is intended to describe the general content of and requirements for this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Please send a cover letter and resume along with 3 references to [careers@aycla.org](mailto:careers@aycla.org).

AYC is an Equal Employment Opportunity Employer and adheres to hiring practices in accordance with Federal and State regulations.