



United Women
of East Africa
Support Team



SAN DIEGO
Refugee Communities
COALITION

Position Title: Behavioral Health Initiative (BHI) Program Manager

Organization: San Diego Refugee Communities Coalition, stationed at United Women of East Africa

Hourly rate: \$32 to \$40 hour based upon qualifications and experience

Commitment: This is a full time position – 40 hours weekly

Work Schedule: Monday- Friday, flexible hours, hybrid workspace

To apply: Please send your resume and cover letter to info@sdfugeecc.org by October 10th.

Job Summary: Collaboratively manage a community mental wellness program serving refugee communities in San Diego County. The ideal candidate will be an experienced program manager who enjoys building out new programs. They will have relevant cultural identity and preferably be a licensed mental health clinician.

Program Description: The Behavioral Health Initiative is a collaborative program that provides direct mental health services to refugee communities through five ethnic community based organizations (ECBOs). Services provided include: psycho-educational workshops, mutual support groups, individual peer-counseling, behavioral health resource navigation and a mental health warmline. Services are offered in 10+ languages by Behavioral Health Specialists / Peer Counselors who share cultural identity with community members and are stationed at these five ECBOs, each serving a distinct cultural group.

Organization: The San Diego Refugee Communities Coalition (SDRCC) is a collective of ethnic-community based organizations (ECBOs) located within San Diego County. Established in 2019 it leads coordinated action amongst member organizations to ensure that families and individuals from refugee communities are health, safe and thriving.

Reports to: SDRCC Chief Programs Officer (CPO)

ESSENTIAL DUTIES & RESPONSIBILITIES

Program Supervision, Accountability and Staff Training

- Provide leadership to the Behavioral Health Initiative team through collaborative supervision of 12+ Behavioral Health Specialists.
- Responsible for daily management and operations of SDRCC's Behavioral Health Initiative. Provide administrative and program-specific supervision to the program staff to ensure program quality and grant contract compliance.
- Ongoing development of direct service protocols to ensure safety of staff, community and organizations
- Supervise curriculum creation and ensure integration of traditional and culturally-held wellness practices.
- Coordinate the Monthly Train the Trainer Workshops
- Monitors program performance on a regular and ongoing basis by reviewing collected data to make needed improvements including adjustments as needed to staff caseloads and work assignments to maximize quality of care, and staff productivity.

- Proactively identify and resolve performance issues. Recommend employees as appropriate for recognition or professional development.
- In collaboration with the Mental Health Specialist, conduct and organize weekly staff meeting and trainings
- Actively participate with hiring and orientation process of new staff members.
- Participate in professional development networks and associations to stay abreast of emerging trends and best practices for service provision to refugee communities.

Capacity Building and Program Development

- Meet individually with BHI Managers at five ECBO sites on monthly basis to ensure program deliverables are being met
- Meet monthly with SDRCC Program Managers to ensure integration of the BHI Program with other Coalition-wide initiatives
- Convene monthly meeting with all BHI Managers and Executive Directors from five ECBO sites for ongoing program development on how to best meet refugee community mental health needs in a culturally relevant way
- Provide guidance to the Executive Directors of the five ECBOs to build their organizational capacities and strategic plans as new or experienced Behavioral Health service providers.

QUALIFICATIONS:

- Lived experience as a member of a refugee community is preferred but not required
- Masters degree in Behavioral Health / Social Services sciences or combination of Bachelors degree and substantive relevant experience
- Licensed as a LCSW, LMFT in the state of California would be ideal but not required
- Minimum two years of supervisory/management experience, preferred in human services; clinical experience in crisis assessment and referrals.
- Proven ability to deliver effective counseling services. Working knowledge of treatment of adults, children, and families, including those families affected by multiple issues (abuse, neglect, domestic violence, chemical dependency)
- Solid communication (written and oral), collaboration and intervention skills
- Previous work experience in a multi-cultural/multi-ethnic environment
- Highly motivated and a self-starter; comfortable working in a fast-paced work environment
- Excellent administrative and organizational skills
- Able to balance competing demands and maintain effective working relationships with staff, community members, executive directors at collaborating organizations, SDRCC management team and external partners
- Intermediate computer skills: Google Suite (Gmail, Google Calendar, Google Drive), Zoom and Microsoft Office Suite