

## **Job Description**

### ***Program Administrator, Adolescent Residential Program***

Under the supervision of the Program Manager, the Program Administrator will help guide and implement the administrative and operational components of the Adolescent Mommy-and-Me Residential program. The Program Administrator will supervise the Residential Associate staff, supporting each member's development and understanding of the program's overarching goal to provide a safe and nurturing environment for all residents and their children. Additionally, the Program Administrator will work in tandem with the clinical staff to ensure that quality service is being delivered on all levels that encourages resident health and maximizes outcomes. The Program Administrator will promote the use of the Nurtured Heart Approach® in all activities with the goal of promoting a safe and comfortable environment for all individuals within the CGE community and within all business relationships.

#### **PERFORMANCE STANDARDS:**

- 1.) Perform all duties and demonstrate behaviors and attitudes consistent with the Mission Statement and Core Values of the organization, and the Nurtured Heart Approach®.
- 2.) Continually participate in building and maintaining positive working relationships through effective communication, performance improvement and teamwork efforts.
- 3.) Be of good character and reputation; sufficient physical, mental, and emotional health to satisfactorily perform her or his job duties.
- 4.) Actively participate in safety programs of the organization by identifying potential risks and promoting client safety as well as environmental safety.
- 5.) Accomplish individual and team goals and objectives established by supervisor based on prior performance evaluation.
- 6.) Comply with HIPAA guidelines regarding client rights and confidentiality.
- 7.) Comply with documentation and training set forth by Human Resources.
- 8.) Actively participate in CGE's clinical research efforts by ensuring accurate and timely reporting for all assessments and evaluations.

#### **RESPONSIBILITIES:**

- Responsible for implementing the overall planning, operation, and management of the facility, including facility's recreational clinical programming and food programs.
- Assist Program Manager in oversight and administration of program, ensuring compliance with state, licensing, regulatory, and funding sources.
- Participate in program evaluation and ongoing efforts to enhance quality of services.
- Work with the Program Manager to develop, implement and oversee policies/procedures, weekly master schedules, and appropriate staffing ratios.
- Work with Program Manager to ensure compliance with state, licensing, regulatory, and funding sources including but not limited to recordkeeping.
- Build relationships with referring agencies to ensure optimal census.
- Assist with referral tracking, data collection and program service statistics.
- Share information about resident progress, needs, and problems with other staff in accordance with CGE Confidentiality Policy.

- Participate in program, committee and clinical staff meetings as indicated.
- Collaborate with the clinical team regarding behavior modification interventions and restrictions, ensuring all staff remain abreast of modifications and maintain compliance.
- Maintain program-specific documents in organized fashion, including utilization of digital storage.
- Assist with individual and group sessions as necessary and ensure all documentation is entered into the EHR systems in a timely manner.
- Assist with client assessments/intakes to ensure appropriate admission to the program and with the discharge process of clients.
- In conjunction with Program Manager and clinical staff, oversee delineation and removal of client privileges, discharge planning and termination of care.
- Assist with behavioral concerns and crisis management within the milieu.
- Share on call responsibilities to assist the staff in admissions, emergencies, and/or other responsibilities.

#### SUPERVISORY RESPONSIBILITIES:

- Provide comprehensive, collaborative, and clear supervision of all Residential Associates and kitchen staff in conjunction with the Program Manager.
- Oversee proper orientation and training, conduct performance reviews during the appropriate time periods and offer ongoing feedback to all RA's and kitchen staff.
- Participate in, facilitate and ensure compliance with training programs to enhance teamwork, team collaboration, communication and program development.
- Evaluate need for the delivery of services, recruitment, interviewing and hiring of staff, completion of performance, appraisals and managing employee relations.
- Designate staff members to be in charge at all times during Program Administrator's absence.
- Approve work schedules, time sheets, and leave time requests.
- Ensure appropriate staffing and resources available at all times for residential groups and weekly activities.
- Oversee and ensure the implementation of RA led groups/curriculum.
- Verify proper coordination of client activities with Team Leads or identified clinical staff members.
- Ensure that on-duty staff members complete entries in the daily log book that reflect the activities and events of the day.
- Ensure that a daily log book, separate log book, or the child's case record contains a written notation of all visits to children.
- Conduct Unusual Incident Reports through State of NJ online system, as needed.
- Ensure that a clean, safe, and hygienic environment, including client rooms, are maintained at all times.

#### OTHER:

- Build and maintain strong working relationships with all CGE staff and supervisors.
- Work as a member of a team to establish and maintain a high level of care and respect for, and communication with, community leadership and external customers.
- Work in a consistently professional manner at all times, which includes, but is not limited to, treating all clients, staff, and guests and volunteers with dignity and respect.
- Perform other duties as directed.

QUALIFICATIONS:

- Master's degree in social work, counseling, or related field with 3 years' experience serving youth in a residential or inpatient hospital behavioral health treatment program of which at least one year is supervisory.
- NJ license: LAC/LPC or LSW/LCSW.
- Excellent organizational and interpersonal skills with friendly and professional demeanor.
- Passion for CGE's mission and purpose and an ability to communicate this passion to others.
- Team player approach. Strong organizational, project management and problem-solving skills with impeccable multi-tasking abilities.
- Ability to be flexible to the daily changing needs within the community and to handle obstacles with compassion and resolve.