

Child and Young Adult Program Manager

Child and Young Adult Program Manager

Pay Range:

\$81,088.00 - \$124,272.27 Annual

Department:

Department of County Human Services (DCHS)

Exemption Status:

United States of America (Exempt)

Closing Date (Open Until Filled if No Date Specified):

November 03, 2023

The Opportunity:

Overview:**THIS WORK MATTERS!**

This position works under the direction of the Division Director and in partnership with the IDD management team to direct and monitor Intellectual and Developmental Disabilities Services Division (IDDSD) programs. They operate within established county, state, and federal guidelines to carry out the IDDSD mission to support the quality of life and community inclusion for people with intellectual and developmental disabilities by providing case management and sustained access to funded services. This position is designed to provide supervision to support the four child and young adult case management needs, including care of staff, training, information dissemination, and assisting in the planning and implementing of specialized programs.

As the Child and Young Adult Program Manager, other duties will include:

- Perform leadership duties in carrying out the IDD mission, promoting diversity, equity, and inclusion in modeling Multnomah County's Core competencies and values.
- Promote clear and open communication between management and staff.
- Recommend revisions to policy and procedures by evaluating their impact on systems, programs, and team activities.
- Develop and maintain community partnerships, including referral and liaison processes, to facilitate and enhance client service access and delivery.
- Collaborate with the current program managers and Division director to plan for the future of IDD.
- Participate in IDDSD Management Team and committees to communicate and implement policy change, coordinate supervision and policy application, team training, and supervision issues as they arise.
- Ensure working knowledge of Medicaid funding models for Case Management Entities to promote workflow efficiencies.
- Informed budget recommendations to the Division Director related to biennial funding for Case management teams
- Provide program management and technical assistance by assigning work, establishing work schedules, and developing work procedures consistent with county and department

policy.

- Develop plans and procedures for achieving objectives and operational goals to ensure that program goals and objectives are met and consistency is achieved.
- Making recommendations to the Division Director using data and other reliable sources
- Support and consultation on complex systemic issues between the local and state-level partners.
- Convene regular case management meetings to ensure the distribution and discussion of new state or county policy and program updates.
- Promoting equity and the fair and just distribution of resources and opportunities for individuals with intersecting marginalized identities, culturally specific and culturally responsive community-based organizations

An ideal Candidate will demonstrate:

- **Building Relationships:** Investing time to create mutually beneficial relationships with coworkers, customers, community members and/or clients based on understanding and respect. Is mindful of the feelings and expectations of others and uses tact, self awareness, and emotional empathy to navigate relationships and foster social harmony.
- **Promoting Equity:** Deconstruct barriers to a racially just system. Cultivate work environments that value truth-telling, courage and vulnerability, space to think and reflect, community-mindedness, shared power, hope, and openness to difficult conversations.
- **Leadership and Creativity:** Demonstrate understanding of the culture, political nature and interpersonal relationships that drive success at the County. Lead by example and move work forward through personal actions and collaboration. Provide meaningful feedback regarding the nature, design and intended outcomes of work in relation to the needs and demands of the County and the communities it serves. Seek, advocate for, and implement improved methods, systems and approaches to meet changing organizational needs.
- **Acting with Integrity:** Act in a manner that is consistently truthful, reliable, trustworthy and transparent in words and actions.
- **Learning Agility:** Awareness of changing workplace trends, and possess the ability and desire to adapt your own skills and knowledge while encouraging others to do the same. Able to identify issues and educate self and others regarding paths to problem resolution.
- **Key Knowledge & Experience:**
 - Knowledge and understanding of the issues surrounding equity, inclusion, implicit bias, institutional racism and other systemic oppressions
 - Knowledge of quality improvement and quality assurance principles and best practices
 - Knowledge of state and federal funding and agency networks for services for children and adults with intellectual and/or developmental disabilities
 - Knowledge and understanding of trauma-informed practices that actively resist traumatization of individuals and communities
 - Experience using a participatory management style to promote teamwork and a "learning" work environment for employees
 - Experience in supervising and leading diverse teams

Diversity and Inclusion: At Multnomah County, we don't just accept difference; we value it and support it to create a culture of dignity and respect for our employees. We are proud to be an Equal Opportunity

Employer. As a Department County Human Services (DHCS) employee you will create a work culture of respect, trust and understanding for the highly diverse populations of the Department of County Human Services in the office and in the community. Every employee shares the responsibility for promptly bringing to the County's attention conduct that interferes with providing a work environment free of illegal discrimination and harassment.

TO QUALIFY:

We will consider any combination of relevant work experience, volunteering, education, and transferable skills as qualifying unless an item or section is labeled required. Please be clear and specific about how your background is relevant. For details about how we typically screen applications, review our overview of [the selection process](#) page.

Minimum Qualifications/Transferable Skills*:**Education/Training:**

- A Bachelor's Degree from an accredited college or university or (Equivalent 4-5 years of training and practical experience may substitute for the educational requirement)
- Five (5) years of increasingly responsible and major program experience in the field of Human Services and/or Social Work
- Must Pass a criminal background check (this step will be conducted after an offer is made)

Preferred Qualifications/ Transferable Skills*: You do not need to have the following preferred qualifications/ transferable skills to qualify. However, keep in mind we may consider some or all of the following when identifying the most qualified candidates. Please clearly explain on your application how you meet any of the following preferred qualifications/transferable skills.

***Transferable skills:** Your transferable skills are any skills you have gained through education, work experience (including the military) or life experience that are relevant for this position. Be sure to describe any transferable skills on your application and clearly explain how they apply to this position.

SCREENING & EVALUATION:**REQUIRED:**

The Application Packet: You must submit all requested items below. Failure to do so will be deemed as an incomplete application. Any additional information submitted other than what is being requested will not be review.

1. Attach a Separate Resume demonstrating you meeting minimum qualifications; AND

2. Attach a Separate Cover Letter addressing the following:

- What kind of leadership efforts would you make to ensure a commitment to racial justice and equity initiatives, such as workforce development and client services? What role can

quality management, strategic planning and operational authority play in ensuring equitable services through our division?

- We are accountable for serving the Intellectual and Developmental Disabilities community and delivering on our commitments to them (please review the [IDDD Mission and Vision statement](#)). How do you see your role as Program Manager supporting these commitments?
- Being able to think in new AND innovative ways to add value are both important skills that help organizations stay relevant when the environment around them is constantly changing. How would you apply this core competency to the role of a Program Manager overseeing a Medicaid funded program that has local, state and federal requirements that direct our work?

Note: The application, resume and cover letter should clearly demonstrate your work experience/skills and how they relate to the descriptions provided in the 'Overview' and 'To Qualify' sections of the job announcement. Please be thorough, as these materials will be scored and determine your eligibility to advance in this recruitment process.

-- Only apply ONCE for this opportunity. Duplicate applications CANNOT be submitted in Workday. --

- Internal applicant: If you are an internal candidate (current employee, including on-call, regular, probationary, limited duration, and temporary employee), your job application will consist of the career profile that you complete in Workday. Before you apply, please make sure to do the following:
 - Navigate to your profile in Workday (see: [My Career Profile](#)) and click on the "Career" section of your profile. Complete all sections of your career profile that you want to have included in your application (Job History, Education, Skills, Languages, Certifications, etc.).
 - When completing the application on Workday as an internal candidate, you will need to scroll down to see the "Resume/Cover Letter" section on your screen. This is the place where you may upload your resume and cover letter by clicking the "Upload" button for EACH document you'd like to upload. There will be no other prompts for you to upload your resume and cover letter.
- External applicant: When completing the application on Workday as an external candidate (including volunteers, unpaid interns, contractors, and community partners) through <https://multco.us/jobs>, you will come to a page where you will see the "Resume/CV" section. This is the place where you may upload your resume and cover letter by clicking the "Upload"

button for EACH document you'd like to upload. There will be no other prompts for you to upload your resume and cover letter.

- Do not click the "Submit" button before you upload your documents.

After You Apply:

- Please save a copy of this job posting for your reference, as it will not be available for you to view online after the job posting closes.
- Log in to your Workday account before the job posting closes to see if you have any pending tasks or actions to complete. These can be found under the "My Applications" section. You must complete these tasks or actions before the job posting closes.
- Check both your email and Workday account for updates regarding this recruitment.

The Selection Process: For details about how we typically screen applications, review our overview of [the selection process](#) page. We expect to evaluate candidates for this recruitment as follows:

- Initial review of minimum qualifications
- Resume and Cover Letter Review
- Phone screen
- Consideration of top candidates
- Language assessment
- Background, reference

Note: Application information may be used throughout the entire selection process. This process is subject to change without notice.

ADDITIONAL INFORMATION:

Hybrid Telework: This position is designated as "hybrid telework," meaning you will be working both remotely (from home) and in person at an onsite location. Gresham Office. The designation of Hybrid Telework may be subject to change at a future time. All employees must reside in Oregon or Washington; the county cannot support ongoing telework from other locations.. The onsite work location for this position is 600 NE 8th St. Gresham, OR 97030.

Diversity and Inclusion: At Multnomah County, we don't just accept difference; we value it and support it to create a culture of dignity and respect for our employees.

We are proud to be an Equal Opportunity Employer. We evaluate qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran or protected veteran status, genetic information and other legally protected characteristics. The [EEO Know Your Rights poster](#) is available for your reference. Multnomah County is a VEVRAA Federal Contractor. We request priority protected veteran referrals.

Veterans' Preference: Under Oregon Law, qualifying veterans may apply for veterans' preference. Review our [veterans' preference page](#) for details about eligibility and how to apply. Note: Veterans' Preference does not apply in a transfer process.

Accommodation under the Americans with Disabilities Act: We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

Questions? Please contact the recruiter.

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Disclaimer: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.

Job Profile:

9615 - Manager 1

Job Details

Job Requisition ID	R-12930
Remote Type	Hybrid Available (OR, WA)
Location	West Gresham Plaza
Posting Date	10/10/2023 - 2 days ago
Job Family	Manager
Time Type	Full time
Job Type	Regular Non-Represented
Supervisory Organization	Intellectual/Developmental Disabilities Services (IDDSD) (Alexis Alberti)

Hiring Team

Recruiter

Nicole Cole

Hiring Manager



Alexis Alberti

Related Links

https://multco.wd1.myworkdayjobs.com/en-US/Multco_Jobs/job/Gresham-OR/Child-and-Young-Adult-Program-Manager_R-12930

We're Hiring for Child and Young Adult Program Manager!