

Director of Programs

Senior Division

Agency Overview

Founded in 1889, Felton Institute (Formerly Family Service Agency of San Francisco) is the oldest nonsectarian, nonprofit charitable social-services provider in the City and County of San Francisco. Felton's mission is to respond to human needs with cutting edge social services and treatment that combine the best social science research with cultural sensitivity, a deep respect for the consumer, and a commitment to social justice and supportive communities.

With 34 programs in 11 languages at sites throughout the area, our comprehensive array of services reaches across all racial, ethnic, cultural, and linguistic lines. More than 70% of our clients have annual incomes below the poverty level, and about 65% of the clients are of ethnic or racial minorities. Our programs have been recognized as national models and have received the highest possible ratings from San Francisco's Department of Public Health. At the heart of our work is the belief that individuals and families in crisis must have access to services and resources to help them build on their inherent strengths and develop self-sufficiency.

Program Description

The Senior Division is responsible for operations, development, and strategic planning for all programs in the Division, including specialized Geriatric Mental Health Outpatient programs and Aging Services programs, as well as a growing number of pilot programs, some of which are serving family and adult clients in new program areas. The Division is also very active with city and community partners for the development of new service areas and policy recommendations, including participation in new service models, such as a managed service organization for long-term care, support and dementia care. The Division is poised for growth with new opportunities afforded by widespread healthcare delivery changes and the population expansion older adults.

Job Description

The Director of Programs assists the Division Director in all areas of operations, development, and strategic planning within the division. The position includes direct service, clinical supervision, management of individual programs as needed, and management support to program managers and teams. This position will specialize in changes within the healthcare delivery system, including mental health and dementia, and will advise the Division Director and COO in funding and expansion opportunities. The position will also assist the Division Director in developing new clinical spaces, such as the new 1099 Sunnydale location and the rebuild of the Older Adult Day Support Center. This position will also specialize in the development of culturally appropriate teams to meet client needs. The Director of Programs will provide backup for the Division Director in other areas, as needed.

Program Specific Responsibilities

- Oversee and manage the operations of programs as needed, including the OADSC center and its various community locations, as well as all community integration services.
- Provide direct services in program areas as needed, including the Older Adult FSP program.
- Provide leadership to Senior Division staff providing services in Cantonese and Mandarin.
- Provide clinical supervision for license eligible staff, as well as other staff.
- Work closely with Senior Division programs to provide a clinically-appropriate step-down in services; work closely with other Senior Division mental health managers, to provide clinical oversight, as part of the team.

- Work with the Felton Institute to strengthen implementation of evidence-based practices and training, as well as the PCORI grant.
- Continue developing exceptional working relationships with all program funders, including the San Francisco Department of Public Health, Community Behavioral Health Services, the Department of Aging and Adult Services, and TODCO, among others.
- In collaboration with the Senior Division Director and COO, expand program opportunities with managed care and other entities.

Minimum Qualifications:

- Extensive experience in program management, program development, and clinical supervision, as well as direct service to clients with serious mental illness.
- PhD/PsyD or MA/MS in Social Work, or Psychology,
- Licensed clinician in social work or psychology, with certification to provide clinical supervision of ASW's and MFTI's
- Direct Knowledge of Medi-Cal billing codes and requirements and DSM-V diagnoses
- Extensive experience in managing projects, making independent decisions, and problem solving
- Exceptional written and verbal skills, including public speaking
- Experience and knowledge in the field of aging preferred
- Experience and interest in collaboration and developing partnerships
- Experience in working with academic partners
- Outstanding organizational skills and attention to details
- Proven experience as a team player with a welcoming attitude
- Fluent in Cantonese language preferred

Additional Information:

Division: Senior Services Division

Position: 100%

Reports to: Division Director

SEND RESUMES TO:

Cathy Spensley, Division Director

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