

POSITION: PROGRAM DIRECTOR

Salary: \$55,000 –\$58,000 plus benefits

Position Description:

- Provide management, support, supervision, technical assistance, and training opportunities for social services staff, outreach staff, peer educators, interns and volunteers
- Serve as the day-to-day supervisor of the office, including the client waiting area, syringe exchange, health and wellness services, and overall physical space including the area directly outside of the office; lead efforts to modify the office procedures or physical space to promote staff productivity, staff and participant safety, confidentiality, and overall wellness
- Oversee all program staff conducting client intakes and assessments to ensure staff are providing individuals with short and long-term case management and supportive counseling using low-threshold, nonjudgmental, and culturally relevant methodologies; modify both documentation tools and reporting systems to ensure audit-worthy records of service provision
- Collaborate with Executive Director on program reports, staff scheduling, office closures, inter-agency collaboration, fundraising, revision of program policies and procedures, proposal development, program evaluation, and conflict resolution
- Supervise case management staff provide intake and referral services, documentation of services, upkeep of referral contacts, scheduling of in-person advocacy and escorts for participants, client-provider boundaries, and focus on both short and long-term planning for agency participants
- Supervise outreach staff in both street-based and site outreach activities, collaboration with local community-based organizations, overdose prevention training, hazardous waste pick up, syringe exchange program enrollment, documentation of service provision, and revision of outreach-related pamphlets
- Supervise the Community Development Coordinator on outreach staff supervision, peer-delivered syringe exchange program recruitment and management, outreach supply and educational resource inventory, inter-agency linkage agreements, NYPD engagement and training, monthly reporting, and community mapping activities in Hamilton Heights and Inwood neighborhoods
- Oversee the health and wellness programming, including supervision and scheduling of the Health Services Coordinator and Consultant Providers, purchase of medical supplies (e.g. laboratory supplies, medications), quarterly quality assurance activities on EHR documentation and services provision, Women's Wellness Group, CUHRON CORNER Clinic, CUSN Internship program, Rapid Hepatitis C testing, GRATIS Vaccine program, and the Opioid Overdose Prevention Program; conduct external reports for programs as requested
- Coordinate with the Administrative Assistant regarding office supply inventory, information technology (e.g. internet, computer, and/or telephone issues), physical space needs, drafting of MOUs and inter-agency documents, scheduling of staff evaluations, and activities related to hiring and human resources
- Coordinate with the Data Entry Assistant to review data entry procedures, monthly reporting including dashboard method of evaluation, trends related to staff and peer documentation, and monthly reporting on health and educational deliverables to guide program staff in service provision
- Lead monthly quality assurance activities including oversight over case management documentation, outreach data collection, and program goals as reflected and reviewed via the dashboard model of evaluation on a monthly basis; develop the staff development day agenda around program needs
- Network with, establish, and maintain treatment and referral resources within New York City
- Visit CBO's and attend appropriate local meetings to represent and present on program activities and/or to seek out current information about disease prevention, treatment and care; special attention to healthcare access including insurance enrollment and services for HIV and Hepatitis C positive individuals
- Development of marketing and promotional materials to be used both internally and externally to promote WHCP services and events; point-person for a variety of resources linguistically (Spanish-English) and health literacy level appropriate
- Other activities as assigned

Experience/ Additional Qualifications

- Masters Degree in related field (LMSW, MPH, MPA, MHSA), and/or extensive field experience
- Minimum of 3 years management experience; managing staff in a harm reduction setting a plus
- Familiarity with social service agencies and health care service provision
- Should be organized, self-motivated, and committed to working in a diverse environment
- Must be familiar with and believe in a harm reduction philosophy
- Must be a team player and able to work effectively with a large variety of personalities and abilities
- Ability to coordinate multiple tasks simultaneously in a chaotic environment
- Bilingual (English and Spanish)
- Ability to communicate effectively both verbally and in writing
- Must have excellent knowledge of the world wide web (www), search engines, email use and electronic correspondence
- Pragmatic and competent problem solving and conflict resolution skills
- Ability to work with diverse communities (gender, ethnic, generation, lingual, political) as well as enthusiasm working with individuals who are current substance users
- Ability to master a wide range of information and disperse accordingly and professionally
- Great attitude and people skills are a must
- *Individuals from the Washington Heights and Northern Manhattan community are strongly encouraged to apply*

Please submit resume and cover letter* as email attachments to: Jamie Favaro, Executive Director
Washington Heights CORNER Project
whcpjobs@cornerproject.org

*Please mention your specific interest and/or experience working in harm reduction, HIV prevention, healthcare or social services in your cover letter to be considered for this position