

**JOB TITLE:** Supervising Mental Health Promotor/Program Manager

**EMPLOYER:** Asian Youth Center

**REPORTS TO:** Director of Programs (Mental Health Clinical Supervisor)

**EFFECTIVE DATE:** March 1, 2024

**FLSA STATUS:** Full-Time, Exempt, At -Will

**SALARY:** \$67,000 – \$81,000 per year



**SUMMARY:** Manage the implementation of direct community education, engagement, information and referral, and case management services appropriate for low-income, immigrant older adults (65+). Programs include Mental Health Promoter Services. See program manuals and funding source Scope of Work or contract documents for more specific program information. This position is based out of San Gabriel, CA with a hybrid schedule. Travel to community events throughout the San Gabriel Valley and other parts of LA County be required as part of the job duties.

**DUTIES AND RESPONSIBILITIES:**

- Provide supervision to direct service staff who implement the day-to-day program activities and events;
- Monitor progress toward and ensure accomplishment of program goals and outcomes;
- Comply with Quality Assurance plans and implement appropriate evaluation activities;
- Ensure that accurate and timely reports are submitted as required by AYC and any funding source;
- Ensure that client files and all other documentation and data entry is accurate, up-to-date, and complete;
- Prepare for and meet all auditing requirements per contract or funding source;
- Facilitate good rapport through culturally and linguistically competent relationship development and customer service;
- Educate, engage, inform, and empower clients by establishing good rapport through culturally and linguistically competent relationship development and customer service;
- Development and implementation of a community needs assessment;
- Provide outreach and engagement through in-person and virtual activities, events, and workshops that create community awareness, educational opportunities, and mitigates risk factors associated with mental illness;
- Supervise the outreach and enrollment of clients;
- Supervise the assessment, development, and implementation of individualized service plans in partnership with 80% of clients;
- Supervise the provision of information and referral, follow through and monitoring, and removal of barriers to help client access needed services and resources including basic needs, housing, health, mental health, substance use disorder, legal services, employment and vocational services, benefits establishment, etc.;

- Supervise clients in ongoing navigation of community resource systems through appointment accompaniment, transportation assistance, reminders, and coaching;
- Supervise the provision of participants with safety net funding, dissemination of supplies, and resources that support the recovery and other goals of client service plans;
- Implement Community Resiliency Model (CRM) facilitator and participant trainings.
- Implement trainings related to recovery related to Covid-19, and other natural, man-made, or hybrid disasters linked to trauma;
- Work with Fiscal Department and supervisor to develop, implement, and manage the budget and invoicing and paperwork related to expenses;
- Implement other outreach, engagement, and training activities that may include, but are not limited to:
  - Intergenerational family healing activities
  - Culturally appropriate outreach, engagement, and education activities
  - Community psychoeducation and support
  - Non-traditional trauma-informed activities such as art, dance, music, animal therapy, mindfulness, and healing gardening
  - Leadership development, empowerment, advocacy, coalition building, community organizing, and the importance of civil rights and voting rights
  - Community-led groups (peer-to-peer support) and other community defined capacity building and supports
- Assess and respond to client satisfaction feedback regularly and positively.
- Maintain accurate and up-to-date documentation;
- Develop community partnerships;
- Develop publications and communications;
- Attend required meetings and trainings both within AYC and in the community;
- Provide services on a flexible schedule including evenings and weekends; and
- Other related duties as assigned by supervisor, or as identified in program manuals or funding source contracts.

**SUPERVISORY RESPONSIBILITIES:**

- This position will directly supervise 6 full-time Mental Health Promoters (MHP)/Community Health Workers (CHW) and 1 full-time senior MHP/CHW;
- Fulfills supervisory responsibilities in accordance with the organization's policies and applicable laws;
- Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance annually; rewarding and disciplining employees; addressing complaints and resolving problems.

**REQUIRED QUALIFICATIONS:**

- Bachelor's degree in psychology, public health, or related field;
- At least 3 years of work experience with low-income, immigrant, and older adult (65+) populations;
- Experience with group facilitation, group presentations, outreach events (including street outreach), and/or experience with home visitations;
- Experience supervising a small team of employees on projects;
- Experience working with diverse communities;
- Experience with coordinating multi-stakeholder projects;

- Excellent verbal and written communication skills in English and attention to detail in documentation;
- Bilingual in Mandarin, Cantonese, Vietnamese, or Spanish;
- Excellent computer skills; and
- Certificates, licenses, and registrations required: Adult, Child, and Infant CPR/AED & First Aid Certification; valid California driver's license, excellent driving record, reliable transportation, and auto insurance.

**PREFERRED QUALIFICATIONS:**

- Master's degree in psychology, public health, or related field; and
- Working knowledge of local communities in the San Gabriel Valley.

**COMPETENCIES:**

- **Cultural Competence** – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Cost Consciousness** – Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Delegation** – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Job Knowledge** – Displays required job skills and knowledge. Exhibits ability to learn and apply new skills. Keeps abreast of current developments. Requires minimal supervision. Displays understanding of how job relates to others. Uses resources effectively.
- **Judgement** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

- **Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

#### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to talk or hear
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is quiet to loud
- The employee must occasionally lift and /or move more than 35 pounds

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*The above is intended to describe the general content of and requirements for this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this*

*job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Please send a cover letter and resume along with 3 references to [careers@aycala.org](mailto:careers@aycala.org).

AYC is an Equal Employment Opportunity Employer and adheres to hiring practices in accordance with Federal and State regulations.