Position Title: Brevard C.A.R.E.S. Program Manager

Work Location: Rockledge, Florida

Closing Date: June 22, 2012

Contact Person: Valerie M. Randall

Salary Range: $41,992 – $51,500 (DOE)

Position Summary: This position supervises, trains and mentors Care Coordinators in the Brevard C.A.R.E.S. Program and ensures high fidelity wraparound practices are utilized. This includes utilization reviews of case records and compliance with all policies, procedures and COA standards. This position will ensure the maximization of the management of available resources and use of alternative funding streams to include informal and natural supports in the community. The Program Manager will provide case consultation to staff, assist in complex cases and co facilitates Family Team Conferences when indicated. This position will participate in performance quality improvement activities and provide leadership in both program implementation and capacity building in a flexible, responsive service delivery system.

Technical/Functional Expectations:

1. **Wraparound subject matter expert** - Essential Function: Serve as Wraparound subject matter expert to lead, coach and develop staff to excellence in this model. Collaborate with BFP staff in utilization management and data tracking to identify areas of opportunity for capacity building and effective utilization of resources and to track data outcomes for the program.

2. **Resource Management and Capacity Building** - Essential Function: Ensure resources are used efficiently and that maximization of alternative funding streams is identified and utilized. Assess gaps in services, provide leadership in capacity building and assist the Executive Director in the ongoing development of Brevard C.A.R.E.S.

3. **Leadership in developing partnerships** - Essential Function: This position will co-facilitate Family Team Conferences and assist with complex cases when indicated. This position will promote and provide leadership of strong relationships and consensus building with family members, family partners, providers and the community.

4. **Conduct Utilization Reviews** - Essential Function: This position will conduct utilization reviews of case records, ensure consumer satisfaction, and use of wraparound fidelity tool is incorporated into every meeting. This includes the ongoing review of care plans to ensure they have clearly defined outcomes.

5. **Staff Leadership** - Essential Function: Plan performance expectations, monitor, and appraise the employee's job results and performance in order to develop, counsel, or discipline staff members.

6. **Attend Court Hearings**: This position will attend Court hearings as necessary and will interface with the Dependency Court Judge. This position will also be responsible for the oversight of chronologicals provided to the Court and all parties on the case.

7. **Other duties as required**: Job performance requires fulfilling other incidental or related duties as assigned, assisting and training others, and performing duties of higher rated positions from time to time for developmental purposes.
Behavioral Competencies:
1. **Develop Relationships:** Able to relate to others, building credibility and rapport; relate to others in an honest and straightforward manner; build one-on-one relationships that incorporate cooperation, trust, and respect.
2. **Influence:** Able to positively change opinions and actions of others in a desired direction; present information in a persuasive manner; clarify information in order to gain understanding and buy-in.
3. **Leadership:** Able to regularly communicate with subordinates to lead to worthwhile objectives; mobilize people to face, define, and solve problems; develop capacity of others to adapt to change; foster a vision of desired outcomes.
4. **Coaching:** Able to train, mentor, and guide others to develop new skills or learn from mistakes; assist others in identifying and meeting goals; guide others to arrive at constructive solutions.
5. **Planning and Organizing:** Able to improve efficiency through planning and organizing; identify specific action steps and plans; anticipate problems and develop contingency plans.
6. **Team Building:** Able to develop and promote a team effort; confront negative attitudes to build commitment and morale; get factions with competing perspectives to learn from one another; integrate efforts and talents of team members.
7. **Sensitivity:** Work effectively with and show sensitivity to cultural differences and various socio-economic backgrounds of others.
8. **Ethics:** Adhere to and model principles and values of Agency and System of Care by being strength-based, solution-focused, maintains highest level of integrity and ethical standards and work collaboratively with employees, partners, stakeholders and clients in all interactions.

Business Experience:
1. **Min 3 years Experience as a Wraparound practitioner:** This position requires a minimum of 3 years experience as a wraparound practitioner and/or experience developing and implementing wraparound strength based communities of care, family-centered planning, etc.
2. **Proven track record of collaborating and partnering:** This position will collaborate and partner with collaterals and service providers to successfully foster an effective and family-centered team approach.
3. **Supervisory and Management Minimum 3 years:** This position will lead and manage a team of Care Coordinators and will develop performance targets and other deliverables as required while providing ongoing monitoring, continuous quality improvement and support.
4. **Skilled in analytical reasoning and critical thinking:** This position will assist staff in addressing complex situations with families and problem solving in a creative and flexible environment in which critical thinking is essential.
5. **Mental health and Managed Care Experience:** This position will provide consultation and expertise in assisting families with complex mental health issues and navigation in managed care systems.
6. **Valid Driver's License - Essential:** Required in order to travel throughout the County for FTC and other meetings.
7. **Strong written and verbal communication skills:** This is essential in order to document, summarize and articulate data, actions and to effectively build consensus with multiple team and family members.
8. **Child Protection Certification:** This position requires certification as a Child Protection Professional.
9. **Strong Project Management Skills:** In this position, strong Project Management Skills are required to lead the start of multiple projects that involve a variety of stakeholders.

Educational and Experience Requirements:
1. MA/MS - Masters Degree or equivalent required.
2. Masters in Human Services Related Field preferred.
3. 3+ years Wraparound and staff management experience required.
4. 5+ years related work in dynamic environment preferred.
To apply: Please submit a **resume, an application, and screening request authorization form** (available on line at [www.brevardfp.org](http://www.brevardfp.org) in the “About Us” Tab)

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