



Bilingual Program Director

REPORTS TO: Executive Director

FLSA STATUS: Full Time, Exempt

POSITION IMPORTANCE TO MISSION

This position provides Cancer Support Community Arizona the strategic direction and capacity to fully serve the Latino families impacted by cancer as well as assist the organization to assess and deliver services in additional locations in Arizona.

POSITION DESCRIPTION

This position provides an opportunity to have direct impact in a fast paced and creative environment with 3 primary goals: build up CSCAZ services for the Latino population, assist in collaboration with current Program Director in building a sustainable Program reaching the broader Arizona community, and assist in developing and executing new program delivery models that exemplify researched, evidence based gold-star programming while responding to community need.

The Bilingual Program Director is responsible for ensuring that program standards are maintained and that program practices, policies and procedures meet all state and professional mental health licensing standards.

The Bilingual Program Director builds and maintains relationships with members/participants, program staff, speakers and key programmatic constituents in the healthcare arena; develops and manages the program budget; and maintains program statistics and reports. The Bilingual Program Director works with the Program Director to ensure program consistency throughout the organization. The Bilingual Program Director ensures that programming for the Spanish Speaking population is consistent with the standards of the Cancer Support Community, while remaining culturally appropriate.

The Bilingual Program Director works closely with the Executive Director and others to provide consultation as it relates to general program operations, outreach and marketing, grant writing, and reporting and on an as needed basis, participates in fundraising activities.

The Bilingual Program Director is expected to maintain licensure at a level which allows authority to supervise others and practice independently in the state as a mental health professional.

The Bilingual Program Director must embody the highest professional standards and demonstrate warmth and compassion as he/she works with members/participants, staff, volunteers and others in building and maintaining a sense of community.

JOB RESPONSIBILITIES

Program Administration

- Utilize clinical expertise to ensure the accordance of the program with Cancer Support Community (CSC) Program Standards as defined in the Program Manual and Policies and Procedures.
- In collaboration with other staff and Board, participate in the development of strategic goals and objectives as it relates to program delivery, reach and evaluation.
- Develop content for the program calendar and organization that reflects a full Program of psychosocial support including Support, Healthy Lifestyle activities, Educational workshops, Social Connection events and Resources and Referral needs.
- Orient and monitor workshop presenters, adjunct instructors and other speakers to ensure quality, fair balance, and adherence to CSC policies. Supervise the planning and implementation of all program services and coordinate staff coverage as needed.
- Attend Board of Director meetings and interact with the Board as requested by the Executive Director including, but not limited to, acting as staff liaison to any program related committees created.
- Interact with PDs from other facilities via PD conference calls, email communications, regional and national meetings to share best practices, consultation and support.
- Regularly evaluate participant satisfaction and program effectiveness using workshop evaluations, annual surveys of participants and PAB members, and other tools.
- Work collaboratively with Program Director for development and delivery of program services.
- Oversee collection of program and participant statistical data and submit quarterly Program Statistics Reports to headquarters and other reports as required by the Executive Director and Board. Utilize this data to assess program utilization trends and to plan for program expansion and/or reductions if necessary.
- Oversee maintenance and security of participant registration forms, group rosters, group notes/files, and participant activity sheets.
- Assist in creation of and monitor an annual budget for Program Department.

Direct Service to Participants

- Facilitate at a minimum at least one, but no more than two, weekly support groups and no more than two monthly groups to be defined as needed at each CSC.
- Provide and/or arrange for back-up group coverage when a facilitator must be absent for his/her group.
- Assist CSCAZ in developing and implementing an individual counseling program as a future initiative of CSCAZ.
- Provide crisis intervention and short-term counseling to participants in distress as needed.

- Conduct (or oversee a clinically trained designee in conducting) pre-group interviews for participants wanting to join weekly support groups.
- Conduct Open to Options sessions, after training through Headquarters.
- Provide other direct clinical services as necessary or as determined by the Executive Director.

Supervision and Professional Development

- Supervise bilingual staff performing Spanish speaking services, including clinical facilitators.
- Collaborate with professional/educational institutions to utilize CSC as an intern placement site (LAC, MSW, MFT, PSY, etc.) and recruit, interview, and select trainees for a Professional Internship Training Program that includes specialized training for individual and group sessions, evaluations and record keeping for interns.
- Supervise interns or staff providing individual counseling sessions with participants and families.
- Recruit, hire and supervise staff providing Latino program services.
- Educate, train and monitor consistency for non-program staff and volunteers on the basics of the program and CSC in general (e.g. volunteers, orientation leaders, board members).
- Keep up to date and be conversant on psychosocial oncology issues and publications, and represent the Cancer Support Community at professional meetings

Minimum Qualifications

- Minimum of Master's Degree in Counseling, Social Work, or Marriage and Family Counseling
- Licensed by Arizona Board of Behavioral Health Examiners to practice independently. Compliant with requirements set by Board to be a Clinical Supervisor.
- Bilingual Spanish required and able to provide culturally appropriate services.
- Minimum of three years' post-license experience.
- Strong clinical skills, including individual and support group experience and ability to work with issues surrounding chronic and life-threatening illness.
- Minimum of two years' supervisory or management experience to include personnel selection, training, evaluation, and management of paid and volunteer staff.
- Demonstrated administrative skills, including planning, organizing, scheduling, budget management, statistical and program reports, and innovative program development.
- Ability to administer CSC policies and procedures while maintaining a warm, professional, personal, informative, and effective program.
- Ability to interact with individuals at all levels (participants, donors, staff, public). Strong verbal and written communication skills are essential.
- Ability to work a varied and flexible schedule, including evenings and Saturdays.