



CENTINELA YOUTH SERVICES (CYS), INC.

A Private Nonprofit Corporation

An equal opportunity employer

Program Manager – Clinical Program

JOB DESCRIPTION

The mission of Centinela Youth Services, Inc. (CYS) is to strengthen families and communities by empowering youth to resolve conflicts and overcome obstacles in order to become successful students and contributing adults. CYS is a 501c3 non-profit, restorative justice organization established in 1975. CYS operates a variety of innovative programs proven to increase student performance and reduce school dropout rates, gang involvement, youth violence and crime which ultimately helps preserve families. CYS is leading innovation that is transforming youth justice in LA and the state, with a commitment to both youth development and serving victims of youth crime, while impacting systemic change to end the school to prison pipeline. CYS is also providing leadership to critical juvenile justice reform in LA County and is growing rapidly as a result.

Compensation

Salary is commensurate with experience. Benefits include 50% health cost reimbursement (employee only), sick and vacation time, and holidays. All full-time employees are invited to participate in the company's health benefits package after completing the 60-day employment introductory period.

Schedule

This is a full-time position. CYS has the following 9/80 work schedule: Monday – Thursday, 8am – 6pm. Friday, 8am – 5pm, with every other Friday off. Employees may need to work evenings and/or weekends, as business requires.

Work location

This position will be located in Inglewood, CA at CYS' main office; however, the position is currently remote until further notice due to the COVID-19 pandemic.

General Functions and Responsibilities:

Reporting to the Executive Director, the Program Manager is responsible for quality and growth of the CYS clinical case management and service navigation programs. This includes the country's leading evidence-based Restorative Justice diversion program and family services navigation program Counseling and Referral Services (CARS). The position has responsibility to build on the quality strategies that CYS has put in place to be one of the nation's leading juvenile justice diversion programs. These duties include program quality oversight and developing performance monitoring and improvement plans as needed and conduct outreach to partner community service and referring agencies. Other duties include, but are not limited to, the following:

- Supervising Intake Team and Clinical Case Management team, Data/Quality Assurance Coordinator and program Administrative Clerk to ensure program fidelity, quality operations and achievement of grant and mission goals.
- Ensure case management and service navigation programs have the resources they need to serve families throughout CYS service areas; this includes community partnership agreements for accepting referrals to provide services for our youth who are spread all over the county.
- Staff supervision to include; hiring, retention, clear work instructions, ongoing monitoring of work quality, conducting regular performance evaluations, developing performance improvement plans, coaching, mentoring and skills development.
- Responsible for CYS meeting and exceeding grant performance expectations in five major grant programs. Duties include Ensuring Clinical team's representation at grant meetings, accurate data collection/entry, submitting reports on time, meeting grant objectives for case numbers and quality measures; achieving high client success and satisfaction.
- Provide leadership and project management for program initiatives and grant implementation.

- Provide clinical expertise and oversight to continue to develop the clinical skills of your team and to problem solve complex and challenging client needs.
- In collaboration with CYS's Transformation Team, maintain collaborative relationships with justice agency and school system referral sources to monitor and control the continued flow of new program referrals and monitor mission impact.
- In collaboration with Transformation Team, conduct special case advocacy as needed with referral partners and work collaboratively to meet CYS's equity goals.
- Facilitate close collaboration and unity between your clinical team and CYS's Restorative Justice team, as many CYS youth are served by both units.
- Utilize several software platforms including spreadsheets, Capsule, YLS/CMI 2.0, Salesforce, ETO, etc. to regularly to analyze and measure program performance data to ensure achievement of program outcomes and quality objectives.
- Work with Executive Director to develop, plan and implement strategies to manage program growth and ensure funding and sustainability of the program.
- Represent CYS Restorative Justice programs in County and community meetings, and professional associations.
- Help give intellectual leadership to our agency-wide strategies based on research in the fields of Youth Diversion, Restorative Justice, trauma and the juvenile justice system.
- Serve on the CYS management team to give leadership to build/maintain successful communication, team cohesion, wellbeing and support among all members of the CYS team.

Other Duties:

Other duties may be assigned as needed.

Required Skills/ Abilities:

- Excellent clinical supervision skills and ability to supervise and mentor clinical case managers serving a wide range of client needs.
- Experience serving adolescents in a family-centered approach.
- Excellent problem solving and crisis management skills.
- Significant project management experience and use of data/software tools to manage and monitor workflow.
- Strong friendly advocacy and diplomacy skills and ability to understand different perspectives and find common ground.
- Track record in leading thriving and successful teams.

Preferred Skills/Experience:

- Formal training and experience with restorative practices or restorative justice.
- Experience with Seeking Safety or other group therapy modalities.
- Training/experience in best practices in Functional Family Therapy (FFT) or Multi Systemic Therapy (MST) or other evidence based practices in reducing criminogenic risk factors or serving high needs adolescents and their families.

Education and Experience:

Graduation from an accredited college or university with a Bachelor's Degree (Masters preferred) in Education, Social Work, Human Services or a related field and at least five years of experience in a similar setting or the equivalent combination of education/experience. Candidate must also be able to work well under stress and meet deadlines and must pass background clearance and TB test.

Working Conditions/Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.
- Must be able to access and navigate each department at the organization's facilities.

- Must possess a valid California driver's license, have use of a motor vehicle and be able to provide evidence of automobile liability insurance.

How to Apply:

Send a cover letter and résumé to recruit@cys-la.org for consideration. Recruitment for this position will end upon receipt of a sufficient number of resumes. Only those applicants with the most relevant qualifications and knowledge will be invited to participate in the oral interview. No phone calls please.

CYS, Inc. is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, sex, gender identity, national origin, age, mental or physical disability, medical condition, marital status, sexual orientation, pregnancy, ancestry, religion, military or veteran status, or any other status protected by law.

CYS, Inc. provides reasonable accommodations consistent with its legal obligations. Therefore, applicants who may need reasonable accommodation or other assistance in relation to a disability or religion, at any point within the application process or thereafter if hired, should immediately inform CYS, Inc. by sending an email to recruit@cys-la.org. To learn more about CYS, Inc. or the services provided, you may visit the website at www.cys-la.org.