



YOUNG & HEALTHY

Young & Healthy is in search of a Program Manager

ABOUT YOUNG & HEALTHY

Young & Healthy is a dynamic nonprofit organization connecting underserved children with free medical, dental, and mental health services from volunteer doctors; helping families through insurance enrollment and navigation; connecting families to income tax services; and providing referrals to other local services and partners. Young & Healthy holds an expansive definition of healthcare. Over the course of 32 years, the organization has directly impacted the lives of over 35,000 children, not including the immeasurable positive impacts on families, schools, and the overall community. As a leader in trauma-informed care and the go-to partner for public health in and around Pasadena, Young & Healthy prides itself on its ability to respond to the changing and increasing needs of children and families in its community.

We welcome your interest in joining our small but dynamic mission-driven team! Please read this announcement through to the end to get a sense of the scope of the position as well as the qualifications we seek. *Research shows that women and individuals from underrepresented backgrounds often apply to jobs only if they meet 100% of the qualifications. We recognize that it is highly unlikely that an applicant meets 100% of the qualifications for a given role. Therefore, if much of this job description describes you, then you are highly encouraged to apply for this role.*

Please note below that if you wish to apply, we require a cover letter along with your resume. Please use the cover letter as an opportunity to explain in 1 or 2 pages your interest in this role and how your professional and lived experiences and training make you a good fit.

POSITION OVERVIEW

The Program Manager is assigned three primary areas of responsibility: (1) Manage and, in collaboration with Program Director, lead Young & Healthy's new initiative to develop a coordinated response to critical incidents in the community; (2) Collaborate with the Direct Care Manager to support Young & Healthy's outreach efforts and identify new referral sources for the children referred to Young & Healthy for mental health care; and (3) Manage all requests for mental health services for children by referring clients to the options for mental health care available to Young & Healthy at the time. The Program Manager may be called upon to support other programmatic areas as needed.

DUTIES & RESPONSIBILITIES

1. Program Management

- a. Collaborate with the Program Director to implement Young & Healthy's new initiative to develop a coordinated community response to critical incidents in the greater Pasadena community by engaging with the Pasadena Unified School District, local law

enforcement, and community agencies to deliver training and develop response protocols through a trauma-informed lens.

- b. Represent Young & Healthy at community meetings and events to increase visibility and strengthen collaborations to promote critical incident response initiative.
- c. Collaborate with the Program Director to deliver trainings to community members and agencies in Trauma Informed Care and critical incident response.
- d. Respond to critical incidents in the community as requested by the community entity coordinating the incident response and in accordance with predetermined response protocols.
- e. Collaborate to plan, execute, and evaluate specified program events.
- f. Monitor relevant program budgets to ensure financial accountability.

2. Outreach and Referrals

- a. In partnership with the Direct Care Manager, oversee outreach activities to engage the community, individual families, and those who may benefit from Young & Healthy services with a particular focus on mental health care.
- b. Manage all mental health referrals for the organization.
- c. Build collaborations with agencies, groups, and individuals to provide mental health programs and services that support children within the mission of Young & Healthy.
- d. Collaborate with Young & Healthy staff and community partners to identify new opportunities to refer Young & Healthy child clients for mental health services.
- e. Ensure that all requests for mental health services and referrals are accurately tracked in the Young & Healthy database.

Professional Development

In addition to these responsibilities, Young & Healthy supports the professional development of its employees. We seek individuals to join our team who understand and value opportunities to develop their skills and increase their knowledge about the services we provide to the community. The Program Manager will be asked to constantly increase their knowledge about health equity, Trauma Informed Care, innovations in mental health service delivery for children, and best practices for critical incident response.

Internal Communications and Collaborations

The Program Manager will collaborate with the Program Director concerning newly identified needs emerging from our work, gaps in services, successes, and problems with outreach efforts.

They will participate in other agency events with shared responsibilities for oversight as assigned.

They will attend and fully participate in team meetings, staff meetings, and other office-sponsored workday events.

QUALIFICATIONS

The qualifications described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made upon request to enable individuals with disabilities to perform the essential functions of this position.

Education / Professional Experience:

- A Bachelor's degree with specific coursework in mental health, sociology, or related social sciences is required. Graduate work leading to licensure in mental health, social welfare, or related therapies is a plus.
- 2+ years of experience working in the nonprofit social services sector including program management roles/responsibilities is required.
- Expertise in public health and/or public administration a plus.

Special knowledge, skills, or experience required:

- Knowledge of the principles of trauma informed care and their application in school and community settings.
- Familiarity with approaches to mental health care for children and adolescents.
- Ability to fluently read, write, and speak English.
- Strong public speaking, written and oral communication skills.
- Demonstrated ability to work with diverse populations.
- Ability to be flexible, meet deadlines, and work effectively to balance competing priorities.
- Strong and positive interpersonal skills, a demonstrated success fostering collaborative relationships, and ability to resolve conflict.
- Proficiency in Microsoft Office Suite.

Special knowledge, skills, or experience desired:

- Bi-lingual / Bi-cultural in English & Spanish
- Experience with critical incident response.
- Experience with FAMCare software or other client-based software
- Familiarity with the greater Pasadena community.

Physical Requirements:

- Must have a valid California driver's license, a reliable source of transportation, and automobile insurance coverage of a minimum of \$15,000 as required by the state of California.
- Must be able to speak and hear.
- Must be able to lift 20 pounds.
- Must have sufficient stamina to work long hours, sit or stand for long periods, and concentrate for long periods of time.
- Out of town travel may be required.
- Some after-hours (before 8:00 am or after 4:00 pm) and weekend work will be required.

This is a full-time, non-exempt position. Young & Healthy employees primarily work from our office in Pasadena, California. Our typical work week is Monday through Friday, 8:00 am until 4:00 pm, with occasional evening and weekend work required.

The salary range for this non-exempt position is \$28.85 - \$31.25 per hour. Young & Healthy currently offers paid medical benefits including dental and vision insurance, fifteen Paid Holidays, Paid Vacation on accrual basis, Sick Days, and a 401(k) retirement plan after one year of FTE.

We will be accepting applications until the position is filled. A resume and cover letter are required. Please submit to jobs@yhpasadena.org

Young & Healthy is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, religion or creed, gender, gender identity, sexual orientation, marital status, age, veteran status, disability, or any other legally protected status recognized by federal, state, or local law with respect to employment opportunities.