

### **CHIEF EXECUTIVE OFFICER**

1. Maintain compliance with all laws and regulations pertaining to licenses, certifications and non-profit law.
2. Continue to work with staff and appropriate partners to develop possible expansion options.
3. Maintain an annual budget to ensure financial sustainability. Identify and implement opportunities to improve compensation and benefits.
4. Maintain and improve quality of clinical care, including medical care.
5. Identify a plan for staff training and development and implement it.
6. Governance- Partner with the Board in identifying and proposing modifications to the Janus By-laws to make explicit the role of the Board of Directors.
7. Propose a strategy in concert with the Board for building a collaborative advocacy role at the Local and State levels of government.
8. Provides information to individuals and families about the Medi-Cal program and refers to Medi-Cal eligibility sites. (4)
9. Coordinates Medi-Cal covered health services for a client. (6)
10. Assists individuals and families with aspects of the Medi-Cal application process. (8)
11. Prepares proposals for expansion and enhancement of health and Medi-Cal services to clients and families based on intra and interagency coordination and collaboration. (15, 17)
12. Prepares data reports and needs assessments for the purpose of developing strategies to increase Medi-Cal capacity and close Medi-Cal service gaps. (15, 17)
13. Attends training related to the performance of MAA. (19)

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Employee Signature (please sign in blue ink)

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Date

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Employee Name (Printed)

## **Director of Operations**

### **Duties and Responsibilities:**

The Director of Operations is responsible for the implementation of processes & workflows across various departments to ensure quality customer service, responsive intakes / admissions and maximum census. In partnership with program managers / coordinators, ensures financial sustainability of assigned programs. Develops assigned department budgets and manages approved department budgets. Works with executive team to implement change initiatives across assigned programs, develop and implement appropriate policy and procedures for program development, and evaluate future program expansion opportunities. Works with Compliance Officer and Business Development Director to ensure that all programs are compliant with regulatory requirements. Manage personnel issues within the organization as needed.

### **Functions and Specific Activities:**

- Supports and articulates the program and organization mission to staff, patients, providers and others.
- In accordance with accreditation, licensing and certification requirements, plans the program's direction, sets program goals, and develops program policies that reflect the mission of the program and the organization, including Medi-Cal (15,17)
- Supports client driven services and provides conflict resolution/mediation as needed.
- Ensures program compliance and supports systems which reinforce successful program completion as directed in accordance with Title Nine and Title 22.
- Develops and monitors the program budget ensuring that budget targets are met. Establishes & implements productivity expectations that support generation of budgeted program revenues, including Medi-Cal. (15,17)
- Regularly collaborates with Janus administrative staff, including billing, human resources, quality management, payroll, accounts payable, IT, O&E, admissions, MIS, etc., to maintain collaborative and collegial relationships that support mutual understanding, problem solving and ongoing responsiveness to both program and administrative needs.
- Ensures compliance with all policy and procedures including adherence to all licensing, quality, Information Technology (IT), Human Resources (HR), compliance and regulatory standards requirements set by contracted payers and state agencies. Including Medi-Cal (15,17)

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### **Director of Operations – Continued**

- Implements coverage systems for all DUI/IOT groups and activities, maintains on-call counselor systems to ensure services are uninterrupted.
- Ensures monthly financial and census goals are met by proactively implementing outreach, staffing and client intake strategies.
- Accurately performs the functions of data entry, data management, and report generation in Compliance Manager Software program.
- Ensures monthly and quarterly DHCS / County reports are completed. (19)
- Works with programs to implement evidence-based curricula and program structure.
- Oversees DUI processing of group counseling / education books and attendance rosters & auditing systems which flag potential training issues.
- Creates collaborations with key stakeholders to ensure program visibility and growth; provides in service training with partners and distributes PR materials on a consistent basis.
- Provides ongoing training and staff development to program staff. Including MAA trainings. (20)
- Proactively researches fundraising opportunities; submits grants to augment program budget.
- Oversees processes which support rapid re-reinstatements/readmission, intakes, transfers, orientation, and other client activities as needed.
- Ensures that the Human Rights of clients in the Programs are respected and protected and that clients are systematically made aware of their rights.
- Implements processes that ensure that all Program documentation is completed in an accurate, complete and timely manner in compliance with all legal, licensing and regulatory requirements. Including Medi-Cal (19)
- Implements processes that ensure that all Program records and privileged client information is kept strictly confidential in conformity with state and federal law and regulations.
- Ensures that all services are client-driven, welcoming and non-judgmental.

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### **Director of Operations – Continued**

- Through policy, behavioral example and leadership establishes a Program culture of mutual support & respect, personal responsibility & empowerment and continuing creative improvement in all assigned programs.
- Recruitment and hiring of new staff.
- Defines staff responsibilities and performance expectations and provides staff annual reviews.
- Works with program coordinators / managers to ensure that all new staff are oriented to the needs of the Program population, the mission, philosophy and protocols of the program, related Janus services, the resources in the area and all essential organization policies.
- Provides direct mentoring and coaching to Program counselors.
- Develops & maintains external relationships with key program / project stakeholders.
- Attends community meetings to represent assigned Janus programs and Janus as a whole.
- Attends all required trainings and administrative meetings. (20)
- Driving is required in order to attend required trainings, meetings or to fulfill other responsibilities defined in this role.
- Attends and utilizes scheduled supervision meetings.
- Brings issues of concern and /or importance to supervisor for consultation. Alerts supervisor to potential incidents, Program/staffing/financial/funder problems, new Program opportunities and Program/staff achievements.
- Participation in Agency management meetings and events. Including Medi-Cal (15,17)
- Organizational representative with local and state officials.

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## Executive Director

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Employee Name (Printed)

## **Medical Assistant**

1. Evaluate potential residents of the Sobering Center.
2. Observe resident's in the Center to monitor their health. Make decisions on who is medically fit for a stay at the Center.
3. Call for emergency assistance and transportation for residents.
4. Performs intakes to determine medical fitness.
5. Complete all documentation in an accurate and timely manner. Help facilitate Medi Cal Application (8)
6. Observes each resident a minimum of every 30 minutes for signs of diminished ability to remain at the Center without a higher level of care.
7. Solely determines fitness for Intake at the Center and ability to remain at the Center.
8. Contacts emergency resources as needed.
9. Demonstrates an understanding of the pharmacology and physiological effects of alcohol and other commonly abused substances.
10. Report all Medical Incidents to Lead Nurse, Medical Director, or designee.
11. Report any unusual occurrences to the appropriate staff.
12. Other duties as requested by Janus medical staff or Program Manager.
13. Request, collect and follow up from medical and other institutions medical and treatment records such as diagnosis and discharge and neonatal information, and documenting this information.
14. Respect and protect the Human Rights of patients.
15. Work closely and communicate clearly with other Center staff and referral resources to provide quality patient care. (6)
16. Input information in computer and other record keeping systems.

**Medical Assistant - Continued**

17. Alert Center staff to potential crises or urgent situations and/or incidents.
18. Assume additional responsibility consistent with program needs and staff role, as defined in consultation with the Program Manager.
19. Attends supervision and utilizes scheduled individual meetings in a productive way.
20. Brings issues of concern and/or importance to the supervisor.
21. Work as a team with other departments.
22. Attends all required trainings and administrative meetings.
23. Driving is required in order to attend required trainings, meetings or to fulfill other responsibilities defined in this role.
24. Attends training related to the performance of MAA. (20)

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Employee Signature (Please sign in blue ink)

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Date

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Employee Name (Printed)

## **Program Manager**

1. Plan, direct and participates in the daily operation of the Sobering Center.
2. Organize program structure, effective practices and updates program content. (15,17)
3. Monitor and ensure quality of care.
4. Ensure program compliance with all applicable city, county, state, and federal laws and regulations. Contract Administration. (12,13)
5. Maintain resource listings of agencies and practitioners
6. Complete and submit all required administrative reports.
7. Implement all grant requirements and cooperates with the sheriff's designee.
8. Data collection and analysis.
9. Responsible for screening and hiring program staff.
10. Schedule and maintain staffing.
11. Ensure staff is aware of job expectations and requirements and that they receive and understand their job descriptions.
12. Promote staff attendance at agency trainings and other professional development opportunities (i.e. MAA Trainings). (20)
13. Assign cases, clinical and program responsibilities.
14. Schedule and facilitates regular staff.
15. Ensure that all staff is oriented to the needs of the program population, the mission, philosophy and protocols of the program, related Janus services, the resources in the area and all essential organization policies.(15,17)
16. Ensure that staff complete all required administrative reports & or documentation in a timely manner.(19)
17. Provides for regularly scheduled supervision for all program staff .



**Program Manager - Continued**

- 18. Completes performance evaluations, progressive disciplinary action forms, hire and change forms and termination procedure.
- 19. Attends all required trainings and administrative meetings (i.e. MAA Trainings). (20)
- 20. Participates in Health and Safety, Risk Management, CQI, Cultural Competency or Training committee. (15,17)
- 21. Driving is required in order to attend required trainings, meetings or to fulfill other responsibilities defined in this role.
- 22. Attend and utilizes scheduled management meetings.
- 23. May also provide transportation to clients in personal or Janus vehicle.

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Date

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Employee Name (Printed)

## **Referral Specialist**

1. Responsible for completing intake documents, including facilitating Medi Cal Application (8)
2. Researching and providing resident referrals to support services, including Medi Cal Services (6)
3. General counseling and supervision of residents.
4. Provide cheerful and responsive customer service.
5. Monitor activity of residents.
6. Makes or receives calls related to resident care.
7. Conducts admissions and discharges and maintains log.
8. Maintains a log of admissions and discharges.
9. Primary contact for referring party.
10. Acts as a communications link connecting resident information to staff.
11. Maintains a visible and active presence in the sobering area.
12. Monitors each resident's schedule and behavior.
13. Provides crisis intervention and conflict resolution.
14. Maintains safety and integrity of the unit.
15. Orients new residents, reviews program and house guidelines.
16. Maintains open resident records in an orderly manner.
17. Documents in resident records as needed.
18. Attends all required trainings and administrative meetings.(20)

### **Referral Specialist - Continued**

19. Guide new admissions through Pest Control and Prevention Procedures.
20. Close out files for discharged residents.
21. Maintains a record of supply stocks and equipment and coordinating provision of materials as required.
22. Notifies Center Manager of any maintenance or repair needs.
23. Actively monitors and reports any safety problems.
24. Respect and protect the Human Rights of patients.

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Employee Signature (Please sign in blue ink)

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Date

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Employee Name (printed)